

Online customer support

An introduction to the online customer support portal

25-01-2016

OnLine customer support portal

Portal highlights

The OnLine Customer Support Portal is a primary online support delivery channel for maintenance customers and partners globally.

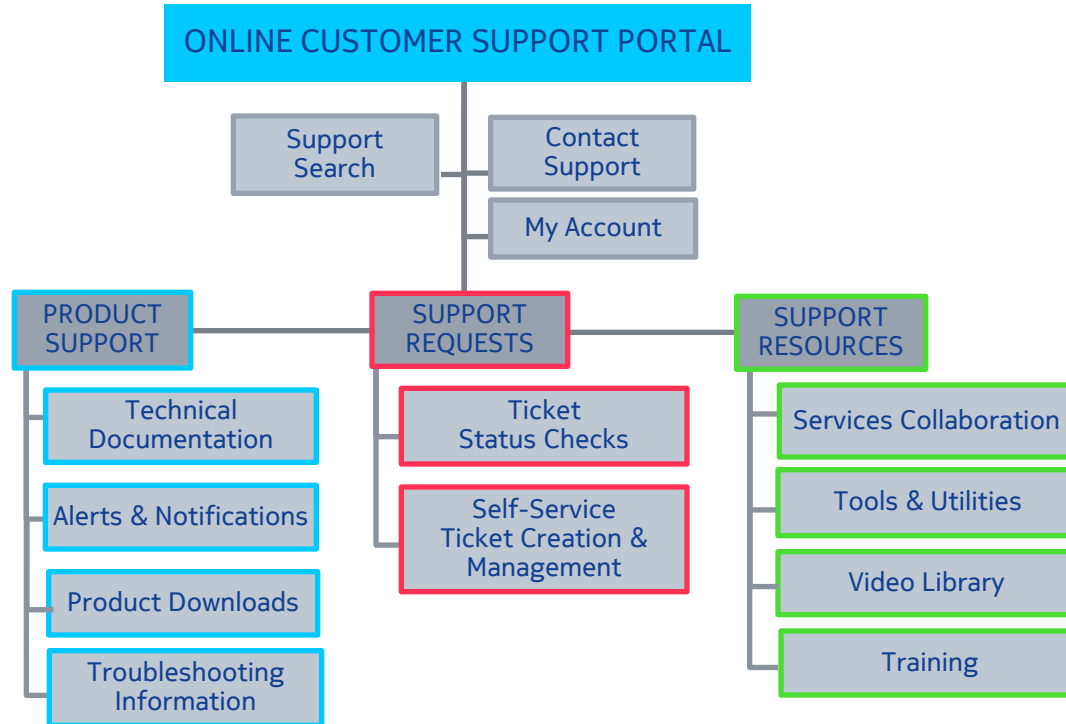


Whether you need to review documentation? check ticket status? open a support request? download software? The OnLine Customer Support Portal makes it easy for you!

Online customer support portal

Portal content

The support portal is a gateway to a wealth of information, support resources & tools.



Online customer support portal

Portal access

Sign into the portal here:

<https://support.alcatel-lucent.com>

About this Portal

This Portal is for users who have registered as Customers or Partners. It is your gateway to resources such as Order Management, Customer Support, Training, and Collaboration tools. If you have not registered and need access to these systems, we encourage you to [register](#) today.

You can access the [publicly available site](#) information and tools - including our [solutions](#) and [financial reports](#) - without having a login.

Registered User Login

User Name

Password

By clicking on the login button, you agree to the [Terms of Use](#).

If you agree Otherwise

Note: Alcatel-Lucent employees, enter your Corporate Short Login (CSL) username and password.

Forgotten [Password](#) | [User Name](#)

Alcatel-Lucent joins Nokia following successful exchange of shares. Read about our vision for the future. Additional content in the following Nokia extranets is available for registered users.

[Nokia Networks Online Services \(NOLS\)](#)

[Product Information Center \(PIC\)](#)

Related Links

- [Register for Access](#)
- [Registration Benefits](#)
- [Registration FAQs](#)
- [Need Help?](#)
- [Login to our secure area for Industry Analysts](#)

Or access the portal directly:

<https://support.alcatel-lucent.com/portal/web/support>

Alcatel-Lucent Support Portal

Carrie Fisher
Alcatel-Lucent

Log Out
Contact Support
My Account

Search Support

PRODUCT SUPPORT SUPPORT REQUESTS SUPPORT RESOURCES

Product Support

Welcome to the **Alcatel-Lucent Support Portal**
OnLine Customer Support (OLCS)

Alcatel-Lucent joins Nokia following successful exchange of shares. Read about our vision for the future. Additional content is available for registered users in the Nokia support portal:

[Nokia Networks Online Services \(NOLS\)](#)

The Nokia support portal provides access to solution and product documentation, downloadable software, project management tools, online entry and tracking of Help Desk cases, online ordering, e-learning and collaboration tools.

MY PRODUCTS

[Manage my products](#)

5620 SAM (Service Aware Manager) 7705 SAR (Service Aggregation Router)

ALL PRODUCTS

[Product Lookup](#) ⓘ

Product Information

Software Downloads

EMERGENCY SUPPORT

Priority/Outages

USA

NEWS

- [Support Portal Survey Results](#); [Classic OLCS Link](#)
- [New! Alcatel-Lucent Support Portal Enhancements](#)

[More news ...](#)

RELATED SITES

- [Nokia Online Services](#)
- [Documentation Center](#)
- [IP and Optics Portal](#)
- [Classic OLCS](#)

Online customer support portal

Product support

The portal entry point provides easy access to support information and resources.

The screenshot shows the Alcatel-Lucent Support Portal interface. The top header includes the user name 'Carrie Fisher', 'Alcatel-Lucent', and links for 'Log Out', 'Contact Support', and 'My Account'. A search bar is located in the top right. Below the header is a navigation bar with 'PRODUCT SUPPORT', 'SUPPORT REQUESTS', and 'SUPPORT RESOURCES'. The main content area features a 'Product Support' heading, a welcome message, and a yellow announcement box about the Nokia support portal. On the right, there are sections for 'EMERGENCY SUPPORT' (with a 'Priority/Outages' dropdown set to 'USA' and a 'GO' button), 'NEWS' (with a list of updates and a 'More news ...' link), and 'RELATED SITES' (with links to 'Nokia Online Services', 'Documentation Center', 'IP and Optics Portal', and 'Classic OLCS'). At the bottom, there are sections for 'MY PRODUCTS' (listing '5620 SAM (Service Aware Manager)' and '7705 SAR (Service Aggregation Router)') and 'ALL PRODUCTS' (with 'Product Lookup', 'Product Information', and 'Software Downloads' sections, each containing a search dropdown and a 'SUBMIT' button).

standard header

page navigation

search

contact support

my account

product navigation options:

select a favorite product

filter & select a product

look up renamed & merged products

support telephone numbers

portal news

related site resources

Product support

Navigate by product

Navigation options for accessing product support information:

To configure **MY PRODUCTS**

1. Select > **Manage my products**

MY PRODUCTS

Manage my products

2. Your entitled products are displayed.
Check one or more favorite(s) and Save

You may edit your selections at any time.

Save Cancel Check All Uncheck All

- 5620 DSL Network Manager
- 5620 NM (Network Manager)
- 5620 SAM (Service Aware Manager)
- 5620 SNMP DM (SNMP Descriptor Module)
- 7701 CPAA (Control Plane Assurance Appliance)
- 7705 SAR (Service Aggregation Router)
- 7710 SR (Service Router)
- 7750 SR (Service Router)

You may edit your selections at any time.

To select from **ALL PRODUCTS**:

1. Select from All Products or choose Show My Entitled Products to shorten the list.
2. Begin typing to filter & select a product and SUBMIT

All Products

Show My Entitled Products

- 1000 ADSL (Asymmetric Digital Subscriber Line) Modems
- 1000 ASAM (Advanced Services Access Manager)
- 1000 LGW (Line Gateway)
- 1000 MM E10 (Multiservice Multimedia)
- 1000 MSC LM (Mobile Switching Center LeistungsMerkmal)
- 1000 Multiservice Multimedia (MM) E10 CSN / CNE
- 1000 S12 AMADEUS Pro Application
- 1000 S12 OAS (Operator Assisted Services)

ALL PRODUCTS

Product Lookup ⓘ

Product Information

Filter and select product

SUBMIT

Online customer support portal

Product information and downloads

Product results are displayed on the Product Information and Downloads page:

Alcatel-Lucent Support Portal

Carrie Fisher
Alcatel-Lucent

Log Out
Contact Support
My Account

Search Support

PRODUCT SUPPORT SUPPORT REQUESTS SUPPORT RESOURCES

Product Information and Downloads

Product Lookup ?

Select Product 5620 SAM (Service Aware Manager) SUBMIT

Select Release Release version SUBMIT

EMERGENCY SUPPORT

Priority/Outages
USA GO

5620 SAM (Service Aware Manager)

The Alcatel-Lucent 5620 Service Aware Manager (SAM) enables end-to-end network and service management of Alcatel-Lucent NES, and limited management of third-party NES, accelerating the configuration of network infrastructure through bulk provisioning and deployment automation when launching new services. Proactive service assurance, fault correlation, and troubleshooting help to diagnose and resolve Read More...

Technical Documentation	Product Downloads
Manuals and Guides Release Information	Downloads: Electronic Delivery Software License Keys
Alerts and Notifications	Troubleshooting Information
Product Alerts Product Change Notices (PCN)	CARES (ARs, PRs, and FSRs) Knowledge Base Articles Data Drop Box Hash Codes

RELATED SITES

- Nokia Online Services
- Documentation Center
- IP and Optics Portal
- Classic OLC

content to which a user is not entitled is identified with a lock

select release version (optional)
--
opens a combined content page

product information & resources
--
available content is displayed

Product Information and Downloads

Filter Information by Release Version (optional)

Combined content page includes release-specific results for Documentation, Alerts and Downloads.

Alcatel-Lucent Support Portal | Carrie FISHER | Alcatel-Lucent | Log Out | Contact Support | My Account

Search Support

PRODUCT SUPPORT | SUPPORT REQUESTS | SUPPORT RESOURCES

5620 SAM (Service Aware Manager) Combined Product Summary

Filter by Release: **13** | Include: Non-Release Specific Content | Untagged content | **Go**

Documentation

Advanced Search

Format	Title	Document / Date
html	5620 SAM 13.0 R1 Infocenter	5620SAM130R1A 20150325 Iss: 1
html	5620 SAM 13.0 R1 Infocenter - Restricted content	5620SAM130R1 20150325 Iss: 2
html	5620 SAM 13.0 R2 Infocenter	5620SAM130R2A 20150506 Iss: 2
html	5620 SAM 13.0 R2 Infocenter - Restricted content	5620SAM130R2 20150506 Iss: 1
html	5620 SAM 13.0 R3 Infocenter	5620SAM130R3A 20150624 Iss: 1
html	5620 SAM 13.0 R3 Infocenter - Restricted content	5620SAM130R3 20150624 Iss: 1
html	5620 SAM 13.0 R4 Infocenter	5620SAM130R4A 20150812 Iss: 1
html	5620 SAM 13.0 R4 Infocenter - Restricted content	5620SAM130R4 20150812 Iss: 1
html	5620 SAM 13.0 R5 Infocenter	5620SAM130R5A

Electronic Delivery

Ris ID	Path to download
13	5620SAM_13_0_Patches > SAM_13_0_R1-P7
13	5620SAM_13_0_Patches > SAM_13_0_R1-P7_Patch_Notes
13	5620SAM_13_0_Patches > SAM_13_0_R1-P5
13	5620SAM_13_0_Patches > SAM_13_0_R1-P5_Patch_Notes
13	5620SAM_13_0_Patches > SAM_13_0_R1-P4
13	5620SAM_13_0_Patches > SAM_13_0_R1-P4_Patch_Notes

Alerts

Alert (pdf)	Type	Urgency	Title	Product	Attachment	Published	Version	Author
15-1021	Informational	Medium	5620 SAM Installation issues with Red Hat Enterprise Linux Release 6.7	• 5620 SAM (Service Aware Manager)		2015-08-19	11.0 12.0	asnajder

technical documentation

product downloads

alerts & notifications

Product Information & Downloads

Content Summary

Technical Documentation

- Technical documentation varies by product and may include:
 - Manuals and Guides
 - Technical Notes
 - Release Information
- Standard formats available for online viewing are .pdf and .html

Alerts & Notifications

- Alerts communicate various product and support issues:
 - Maintenance, Preventive, Informational, Product Change, Product Lifecycle
- When you register for your online account, you are auto-subscribed to receive Alerts via email for products to which you are entitled.
- You can also query published Alerts from the Alerts home page.

Product Downloads

- Alcatel-Lucent Electronic Delivery (ALED) is our online platform:
 - Convenient access to software downloads to which you are entitled.
 - Highly secure platform with sophisticated integrity checks.
 - 24x7 availability for emergency fixes and installation.
- Software Key management is available for some products.

Online customer support portal

Support requests

Perform ticket creation/management functions & related tasks and efficiently check status.

The screenshot displays the Alcatel-Lucent Support Portal. At the top, the user is logged in as Carrie Fisher. The main navigation bar includes 'PRODUCT SUPPORT', 'SUPPORT REQUESTS', and 'SUPPORT RESOURCES'. The 'SUPPORT REQUESTS' section is active, showing options for 'SELF-SERVICE' (Create a Request, Find a Request, Check Warranty Status, Part Search), 'MY STATUS' (My Own, My Company's), 'EMERGENCY SUPPORT' (Priority/Outages), and 'RELATED SITES'. The 'MY STATUS' section shows counts for Active Assistance Requests (AR), Active Parts Requests (PR), and Active Field Requests (FSR). The footer contains copyright information and links to global home and contact us pages.

create and
manage tickets

warranty
status

part search

active ticket status
my own & my company's

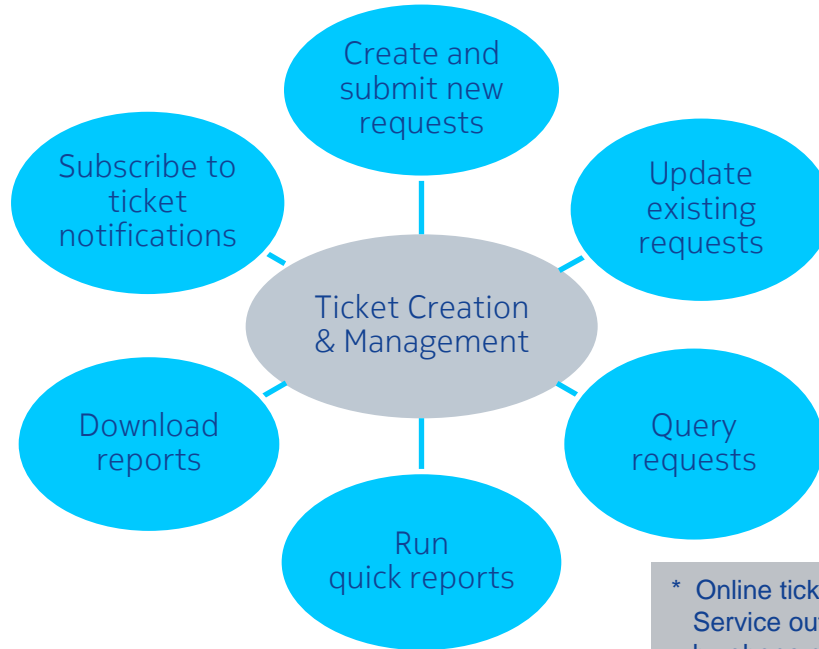
query by ticket number

recently published
technical content

Support requests

Ticket creation/management capabilities

Online ticket creation & management capabilities are available for Technical Support, Repair & Exchange and Field Services.



* Online ticket creation is available for Severity 2, 3, 4. Service outage tickets (Severity 1) are initiated by phone call to the Global Welcome Center.

Online customer support portal

Support resources

Access to various other support resources is readily available:

customized document sharing

collaboration spaces to which the user is entitled are displayed

tools & utilities

video library

The screenshot shows the Alcatel-Lucent Support Portal interface. At the top, there is a navigation bar with 'PRODUCT SUPPORT', 'SUPPORT REQUESTS', and 'SUPPORT RESOURCES'. The 'SUPPORT RESOURCES' section is active. Below the navigation bar, the page is titled 'Support Resources'. It is divided into several sections: 'COLLABORATION ZONE' with a list of links like '5060 MGC-S Releases' and '7342 ISAM FTTU Solution Releases...'; 'EMERGENCY SUPPORT' with a 'Priority/Outages' dropdown set to 'USA' and a 'GO' button; 'RELATED SITES' with links to 'Nokia Online Services', 'Documentation Center', 'IP and Optics Portal', and 'Classic OLCs'; 'TOOLS & UTILITIES' with links to 'Alerts', 'Hash Code Generator', 'My Alcatel-Lucent', 'Discussion Forums', and 'Wireless Utilities & Tools'; 'VIDEO LIBRARY' with a link to 'Product Support Videos'; 'DATA DROP BOX' with a link for registered clients; 'SUPPORT POLICIES' with links to 'Support Policies', 'Service Offerings', 'Product Security Inquiries', and 'Remanufactured Products'; and 'TRAINING' with links to 'Alcatel-Lucent University', 'Service Routing Certification', and 'Support Portal Tutorials'. The user 'Carrie Fisher' is logged in, and there are links for 'Log Out', 'Contact Support', and 'My Account'.

data drop box
file exchange

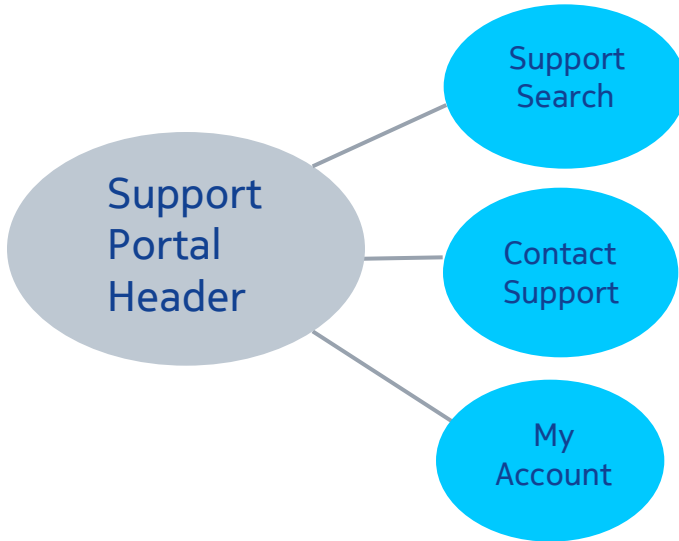
support policies

training resources

Online customer support portal

Header functions

Portal header functionality is available on all support portal pages:



Online customer support portal

Support search

A powerful support portal search capability enables you to perform a search across your entitled products and solutions. Results are based on your entitlements.

find support search on all page headers

Alcatel-Lucent  Support Portal

Carrie Fisher
Alcatel-Lucent

Log Out
Contact Support
My Account

disable gtp echo

PRODUCT SUPPORT SUPPORT REQUESTS SUPPORT RESOURCES

Search Results

disable gtp echo

SEARCH

advanced search offers additional refinements

Advanced Search | Help

Search Criteria

Search String:
disable gtp echo

Category:
OLCS



Refine By:

- Category
 - All Alcatel-Lucent
 - OLCS (400)
 - Alerts (1)
 - Documentation (212)
 - Services Collaboration (187)
- Product
- Dates

1 - 10 results of about 402

1 2 3 4 5 6 7 8 9 10

Sort By: Relevance
Relevance
Title
Date

results are default-sorted by relevance with options to sort by title or date

results can be refined by various criteria and areas

- Alcatel-Lucent IP Multimedia Subsystem (IMS) Solution Release 13.02.00 System and Network Parameters Job Aid**
- type: Format: (**disable** | enable) Possible values: - **disable** : field is disabled - enable : field is enabled **Disable** Info configure vocie sip termination (if-index)
<https://infoproducts.alcatel-lucent.com/aces/cgi-bin/dbaccessfile...>
Posted: Sep 29, 2015 | Authored: Sep 29, 2015 | (...) Show Similar Pages
- Alcatel-Lucent IP Multimedia Subsystem (IMS) Solution Release 13.03.00 System and Network Parameters Job Aid**
- Alcatel-Lucent IP Multimedia Subsystem (IMS) Solution Release 13.03.00 System and Network Parameters Job Aid. 0 - 255 IP IP 1360 COM Portal → Configuration Management → Network Management
<https://infoproducts.alcatel-lucent.com/aces/cgi-bin/dbaccessfile...>
Posted: Sep 29, 2015 | Authored: Sep 29, 2015 | (...) Show Similar Pages
- Alcatel-Lucent Rapport Release Rapport2.0/IMS14.0 System and Network Parameters Job Aid**
- NA Prefix to IMEI for SIMless UE ECSCF Table This field is available when the ESRM value is V5-LRF, and **disabled** when the ESRM value is Not V5-LRF. The maximum allowed characters are 7 and the allowed
<https://infoproducts.alcatel-lucent.com/aces/cgi-bin/dbaccessfile...>
Posted: Sep 29, 2015 | Authored: Sep 29, 2015 | (...) Show Similar Pages

search terms are highlighted to show document matches.

.pdf documents open to include a search results list with matches highlighted.

Online customer support portal

Contact Support

Product technical support and support portal assistance are readily available if needed.

Alcatel-Lucent Support Portal

Carrie Fisher
Alcatel-Lucent

Log Out
Contact Support
My Account

Search Support

PRODUCT SUPPORT SUPPORT REQUESTS SUPPORT RESOURCES

Contact Support

For technical support on an Alcatel-Lucent product, visit the [Support Requests](#) page or choose one of the options below.

For Support Portal assistance with access, navigation or entitlements, please refer to [WEB SITE SUPPORT](#) below.

TELEPHONE CONTACTS

Please select your country:

Toll Free Number: 1-866-582-3688
Toll Number: +1 613 784 6100

My Contact ID: 5279811

EMAIL CONTACTS

Technical Support & Field Dispatch requests
support@alcatel-lucent.com

Advanced Exchange requests
advancedexchange@alcatel-lucent.com

Repair requests
repair@alcatel-lucent.com

Sales requests
sales@alcatel-lucent.com

SELF-SERVICE

Report a problem
CARES Home
Create a Request

View tickets
My open Assistance Requests
My open Parts Requests
Find a Request

RELATED SITES

- Nokia Online Services
- Documentation Center
- IP and Optics Portal
- Classic OLCS

WEB SITE SUPPORT

Alcatel-Lucent employees should contact their local IT team or the Global Service Desk for all assistance.

Your contact information

your contact information will be auto-populated

Use My profile to update your contact information or change your password or security question. Refresh contact information on this page.

* Company and Email Address changes must be requested via this form. Select "Change Company/Email" from below and provide new information in details box.

Complete this form if you need Assistance with the Alcatel-Lucent Customer Portal web site, including Registration, Entitlements, Order Management, Customer Support, Channel Partners, etc. It is **not** for Product Technical Support questions (e.g., how to configure...) or Assistance Requests.

Required fields *

- How can we help you? *
- Please provide details *
- Please attach any related documentation (no executable files; zip files allowed)

SAMPLE FORM

technical support contacts - phone

when contacting the Global Welcome Center by phone, Contact ID facilitates account identification

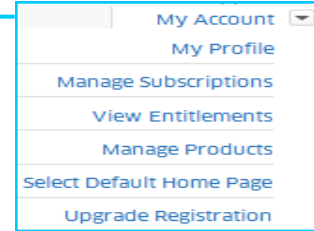
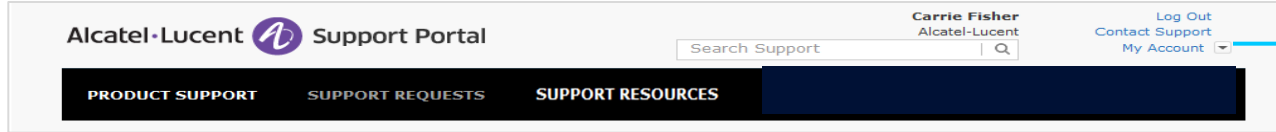
technical support contacts - email

submission form is displayed at bottom of page

Online customer support portal

My account functions

Review and manage your account:



My Profile

- Review and edit your contact information
- Change your password
- Change your security question & answer

Manage Subscriptions

- All subscriptions are consolidated on a single page
- Ease of review and edit to update or unsubscribe
 - Product alerts
 - Documentation alerts
 - CARES ticket status notifications
 - Site news

View Entitlements

- Review your product entitlements
 - Summary of services purchased
 - Products covered
 - Applicable web content

Online customer support portal

Key Takeaways

The OnLine Customer Support Portal is your gateway to valuable support information, resources & tools:

PRODUCT SUPPORT

Use product-based navigation to quickly find technical documentation, alerts & notifications and product downloads.

SUPPORT REQUESTS

Check ticket status & use web-based ticket creation/management capabilities 24x7.

SUPPORT RESOURCES

Find links to customized document sharing spaces, tools & utilities, training and more.

Whether you need to review documentation? check ticket status? open a support request? download software? The OnLine Customer Support Portal makes it easy for you!

NOKIA