Introduction

This document is your guide to the Docker Support Site (https://success.docker.com/support). It steps you through using the site, including managing technical support cases.

Logging into Docker Support

The Docker Support Site (https://success.docker.com/support), Docker Hub (https://hub.docker.com/), Docker Cloud (https://cloud.docker.com/), and Docker Store (https://store.docker.com) all use a common Docker ID for the username and password. You must be logged into the Docker Support Site (https://success.docker.com/support) with your Docker ID to view, create, or modify cases. To start, go to the Docker Success Center (https://success.docker.com/support). If you are not already logged in with your Docker ID, you will be redirected to the Docker Hub login page.

If you don't have a login, you will need to create a Docker ID (https://hub.docker.com/). Follow the instructions from docs.docker.com (https://docs.docker.com/docker-hub/accounts/#/register-for-a-docker-id) to do so.

The first time you successfully log into the Docker Support Site, you may be prompted to allow the Docker Support Site to access the profile information from your Docker ID. Click Authorize to continue.

If there are any issues authenticating you to the Docker Support Site you will automatically be redirected to the Account Support Form (https://success.docker.com/Support) in the lower right hand corner of that page, which can be used to request access and ensure your Docker ID is associated with the appropriate support entitled account. Please include your name, email address, the Docker/Hub ID you tried to login with, a telephone number (including a country code) in case Docker Support need to contact you directly, and also include the account which has technical support entitlements.

Viewing Cases and Entitlements

After successful login, you will see all open cases you've created so far (if any). It is recommended that you click the Go or Recycle/Refresh button; many browsers do not automatically populate the case list. If you don't see any cases and you know you've created them, or you just want to refresh the list, you can hit the "recycle/refresh" button (next to the "New Case" button) to refresh the case list.

In some instances, especially for customers using mobile devices, or with limited vertical screen lengths, the case list may not display, or you may not be able to see a case list at all. Try lengthening the height of your browser window, or using a different browser, or use of a workstation or display that allows a longer browser window. If that isn't possible, you may still interact with Docker Support via email replies.

There are two views available from this page: Cases and Entitlements.

By default, you will see the Cases view. From the pull-down menu above the list of cases, you have the following sort options:

- **All Cases** — All cases for you or your organization. This includes closed cases. Some customers may not be able to see all cases for their organization due to a configuration issue with Docker's backend systems; if
that occurs, please submit a new case noting this and requesting all members of your team gain visibility to all cases, including closed cases.

- **All Open Cases** — All open cases for your or your organization
- **My Cases** — All cases owned by you
- **Recently Viewed Cases** — Cases you have recently viewed

Click the **Entitlements** tab at the top of the page to view a list of active support entitlements for your organization.

Click on the **Entitlement Name** to view details for the entitlement, including cases associated with the entitlement.

Some entitlement names include a node count such as **Docker Datacenter with Business Critical Support - 1 Node (1 year subscription)**. These entitlement names indicate how many nodes are supported with each entitlement — they do not represent the number of those entitlements associated with your account. The **Entitlements** tab lists each type of entitlement associated with your account, but not the number of each type of entitlement.

**You must** have a valid entitlement to submit a new case using the Docker Support Portal. If there are no entitlements listed, or all entitlements have expired, please file two cases using our **Account Support Form** (https://success.docker.com/support) in the lower right hand corner of the page: the first case with your technical issue, and a second case noting that you believe your company has a valid support entitlement and it is missing from your account.

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### Opening a Support Case

You must be logged in to open a support ticket. On the **Cases** tab, click the **New Case** button. The following will appear:

By default, you are set as the **Contact Name**.

For the **Entitlement Name**, click the search button next to the entry field and select one of your available support entitlements. Only active entitlements are shown. You must select a valid, active entitlement. Choose the entitlement for the support level appropriate for your cluster's license, e.g. Business Day or Business Critical.

**You must** have and select a valid, active entitlement to submit a new case using the support portal. If there are no entitlements listed, or all entitlements have expired, please file two cases using our **Account Support Form** (https://success.docker.com/support) in the lower right hand corner of the page: the first case with your technical issue, and a second case noting that you believe your company has a valid support entitlement and it is missing from your account.

Provide the following for each new case:
**Priority**

Select a case priority appropriate to the issue you are reporting. Docker's priorities range from *P4 - Low* through *P1 - Full Production Outage with No Workaround Available*. Refer to [Commercial Support Service Levels](https://success.docker.com/article/commercial-support-service-levels) for more guidance on how case priority and customer entitlements interact, as well as what service level you can expect from Docker.

**Product**

Select the Docker product for the case. If it concerns more than one product, select the primary product affected.

**Subject and Description**

Lastly, include a subject and description. The subject should summarize the case, and the description should give details.

As you type the subject, similar issues that have already been solved and documented in the Docker Knowledgebase ([https://success.docker.com/](https://success.docker.com/)) are shown. These recommendations may offer a quick resolution to your issue. If you see a knowledge base recommendation that applies to your issue, click on it to review the article.

**What to Include when Opening a Support Ticket**

Please see this knowledge base article on [what to include when opening a support ticket](https://success.docker.com/article/what-should-i-include-when-opening-a-support-ticket). In general, a support dump is requested, along with actions, expected result, actual result, and any specific error or warning messages.

**Attachment (Optional)**

After opening a case, you can attach files. To do so, click the case number to open the case. Under the case files section click **Upload**. After loading, you may drag files into the attachment section, or you can scroll down and click + **Add**. A brief description can be entered for each file. Adding a quick description will help both you and Docker Support keep track of the case attachments and will accelerate the troubleshooting process.

**Click the Submit Button**

After providing the information needed for a new case, be sure to **Submit** the case so that it is assigned a case number and Docker Technical Support is notified.

**What to Expect Next**

Once a new case has been accepted by Docker's technical support ticketing system, an automatically generated email is sent to the case contact. It is directed to the email address associated with the Docker ID of the person who submitted the ticket (or, more precisely, the Docker ID that was signed in when the ticket was submitted). The email contains the case number, a direct link to the case on the support portal, and additional administrative details.

We will typically be in touch with the case owner with a first technical within the service levels defined for your entitlement and the case's priority.
Responding to Open Cases

Each time Docker Support responds to your case, or anything related to your case changes, you will receive an email. To respond to Docker Support about your case, either

- Click on the link in the email and respond by adding a case comment. If you need to attach a file, click on the Attach File button. This is the preferred method of interacting with Docker Technical Support.

or

- Reply to the email from your email client. Your email may not be visible to you in the web-based case management system but will be visible to Docker Support. You may also include attachments in your email. Email attachments are not copied directly into the case; a support engineer will need to open your email, download the attachments, and upload them back to the case. When you do reply to our case update email, please avoid changing the subject line; it contains a special id that will associate your email with your case.

Viewing and Updating an Existing Case

After logging into the Docker Support site, you will see a list of your open cases. If you don't see the case you are looking for, use the View pull-down menu to change the list to All Cases, All Open Cases, **My Cases, **or Recently Viewed Cases. Click on the Case Number or the Subject of the case you want to modify. You will then see the case details:

- Add a Comment
- Attach a File
- View the Case History

The case status can't be changed from this page. If you add a comment, please remember to click Submit to finish the process.

Closing/Archiving a Case

To close a case from the Case Detail page, click the Close Case button at the top of page. On the next page, use the pull-down menu to change the status of the case to Resolved. You may choose to select Abandoned if you no longer wish to work on the case, you have self-solved the issue, or prefer to work on the case during an indefinite time in the future. When cases are "closed", they are actually archived and can be re-opened at any time in the future, by Docker or by you. Click Submit to finish the process.

Re-Opening an Closed/Archived Case

If you need to re-opening a resolved case, add a new comment to the case to change the status from Resolved to Open or Pending Support.

Notifying the Duty Manager
In some situations, you may want to notify the Duty Manager on call regarding your case. Typical circumstances include an urgent update, perceived lack of responsiveness, or dissatisfaction with the progress made so far. You are encouraged to work with the assigned technical support engineer wherever possible. If you've made reasonable efforts and are still dissatisfied with the progress made so far, please navigate to your case in the support portal, and click the Notify Duty Manager button at the top of the case. You will be asked to give a reason for your request; please fill out the text box with your request, and click OK.

Docker has a duty manager on call 24x7, who will be paged out when the Notify Duty Manager is pressed and the form filled out. The duty manager will work with you to understand the nature of your request and work with you to resolve the current issues impeding problem resolution.

What is Supported?

Docker Enterprise Edition
Scope of Support (https://success.docker.com/article/scope-of-support)

Docker Cloud, Community Edition, Customer Service, and other Inquiries
Basic Support service level (https://success.docker.com/article/commercial-support-service-levels) is available to Docker Cloud, Community Edition, and Customer Service users. Such issues are accepted only using our Account Support Form (https://success.docker.com/support), which can be found in the lower right hand corner of the linked page.

Further Help
If you have questions about opening a ticket or have any issues accessing the site, please open a customer service request (https://success.docker.com/Support) for help.

Support Policies
- Subscription Services Agreement (https://www.docker.com/legal/master-services-agreement) — The legal agreement governing Docker subscription services.
- Commercial Support Service Levels (https://success.docker.com/article/commercial-support-service-levels) — The expected responsiveness during support cases based on subscription type.
- Maintenance Lifecycle (https://success.docker.com/Policies/Maintenance_Lifecycle) — Details on when products are supported and for how long.
- Scope of Support (https://success.docker.com/article/scope-of-support) — The types of issues and environments that Docker Support provides technical support for.

Other Helpful Links
- Reset Docker ID password (https://hub.docker.com/reset-password/)
- Commercial Support Service Levels (https://success.docker.com/article/commercial-support-service-levels)
- Maintenance Lifecycle (https://success.docker.com/article/maintenance-lifecycle)