

Technical Support Guide

Our goal is to help you find the information you need as quickly as possible. The Technical Support team provides customers with post-implementation support via telephone, email and through the Web.



1-877-441-0337

Unlimited telephone support is provided Monday through Friday, 8 a.m. to 7 p.m. Eastern Time.



support@esri.ca

Log an incident or provide feedback by contacting us via email.



esri.ca/support

A Web-based customer support capability is available around the clock for self-help answers to questions.

Types of Support Available

Secure Live Remote Support

If you prefer a more hands-on approach to resolving your incident, a technical support representative is equipped with remote support tools to assist you. Each member of the Support Services staff can directly view your system using the secure NTR Support or Live Meeting tools to find an expedient solution to your problem.

Esri Online Support Center

The Esri Online Support Center is a dynamic Web site that communicates new technical information to you and the Esri user community in the form of updated product documentation, blog posts, technology announcements and more. The Esri Online Support Center can be found at: support.esri.com

Knowledge Base

The extensive text-based knowledge base provides easily accessible solutions to technical questions. An advanced search engine enables you to rapidly search the entire knowledge base for the information you need. The knowledge base can be accessed as follows:

- go to support.esri.com
- click on the Knowledge Base tab

User Forums

The Esri software user forums are intended to provide you with a place to discuss your software questions with your peers. This is a helpful venue to ask questions and share knowledge about technical details and techniques for accomplishing tasks. The user forums can be accessed as follows:

- go to support.esri.com
- click on the User Forums tab

Web Help

Web-based help is an up-to-date version of the help system that was shipped with the product; new information is added and existing topics are updated as necessary. To access Web help:

- go to support.esri.com
- click on the Knowledge Base tab
- click on the Web-based Help link

Product Documentation

Documentation includes how-tos, FAQs, tutorials, tips and tricks, functionality matrixes, best practices, and updates on Esri's past and current products. Product documentation can be accessed by:

1. navigating to support.esri.com
2. clicking the Knowledge Base tab
3. clicking the Product Documentation link

As well, Esri Canada has created FAQs and tutorials from common questions posed by our clients. To view these articles, please visit the Self-Service area: esri.ca/support

Support Portal

The Support Portal allows you to track and manage your support incidents and log new issues online. You can view current status, last activity and resolution information for all your interactions with Esri Canada Technical Support. The Support portal can be found at: esri.ca/portal/techsupport

Product Releases & Fixes

New Software Releases

New software releases are automatically shipped to all customers who are current on maintenance. These releases contain major feature enhancements including new functionality and technology and improved performance.

Service Packs

Service packs are minor feature maintenance releases and are generally released on a quarterly schedule. This type of release addresses issues with the software that have been reported by users or uncovered through Esri's own investigations. Service packs are generally available via the Web and via CD distribution upon request.

Patches

Patches can be single fixes or a set of related fixes in a specific functional area of the software and are available via the Web. Once a patch is released, it is incorporated into subsequent service pack releases.

Hot Fixes

In some cases where an issue is determined to be a software defect, Esri Canada understands that workflows at times prevent clients from waiting for the next software release or service pack. We do have the capacity to address some software defects outside the standard release cycle in a software patch or hot fix. In these cases, Esri Canada has a framework in place for consistent evaluation of critical client issues to determine the appropriate course of action.

Logging an Incident

Using either the phone or Web, you can log an incident with Esri Canada Technical Support. Please be prepared to provide the following information:

- your Esri Canada customer number
- the phone number and email address where you can be reached
- the version of the software you are using
- the version of the operating system you are using
- the database you are using, if applicable
- a description of what you were doing when the problem occurred
- the exact wording of any error message that appears
- any steps you have taken to attempt to solve the problem

When reporting a problem to Esri Canada Technical Support, you will be asked to provide detailed information about the issue you are encountering and the impact to your systems.

Each request or question reported to Esri Canada Technical Support by any method (e.g., Web, phone, email) is logged and assigned an incident number. This unique identifier allows you and the Esri Canada support analyst to track the incident until the problem is resolved. It's important to request and record this number for reference in the event you want to check the status of the incident.

Before Logging an Incident

To help resolve your problem most efficiently, please follow these steps before you contact Esri Canada Technical Support.

1. Verify that the problem is related to Esri software (i.e., the problem results in an Esri software error message). The problem could be with the database, hardware, or network software, in which case you will need to contact that vendor. If necessary, Esri Canada Technical Support will work with you and the other vendor to track down the problem.
2. Attempt to reproduce the problem to ensure that it isn't just a simple error or misstep.
3. Determine whether the problem occurs on one, more than one, or all your workstations/servers.
4. Determine whether the problem is specific to one, more than one, or all of your datasets.
5. Determine whether the problem occurs randomly or consistently.
6. If the problem is reproducible, check to see if any changes have recently taken place in your computing environment that might be responsible for the problem:
 - version of the product, database, OS, network software, etc.
 - client or server components
 - server configuration
 - security settings
 - other

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Customer Care

1-800-447-9778
customercare@esri.ca

Technical Support

1-877-441-0337
support@esri.ca

esri.ca

Founded in 1984, Esri Canada provides enterprise geographic information system (GIS) solutions that empower businesses, governments and educational institutions to make timely, informed and mission-critical decisions by leveraging the power of geography. The company distributes the world's leading GIS software from Esri, Telvent, Cityworks - Azteca Systems, Inc. and other technology partners. Headquartered in Toronto, the company serves over 10,000 customers from 16 regional offices across Canada.

British Columbia

Vancouver: 604-682-4652
Victoria: 250-383-8330
Kelowna: 250-861-3774

Alberta

Calgary: 403-262-3774
Edmonton: 780-424-3774

Saskatchewan

Regina: 306-352-3774

Manitoba

Winnipeg: 204-943-3774

Ontario

Toronto: 416-441-6035
Ottawa: 613-234-2103
London: 519-645-4919
Sudbury: 705-670-0870

Québec

Montréal: 514-875-8568
Québec: 418-654-9597

Nova Scotia

Halifax: 902-423-5199

New Brunswick

Fredericton: 506-454-7773

Newfoundland & Labrador

St. John's: 709-726-3774

