



# FREQUENTLY ASKED QUESTIONS

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## FAQ

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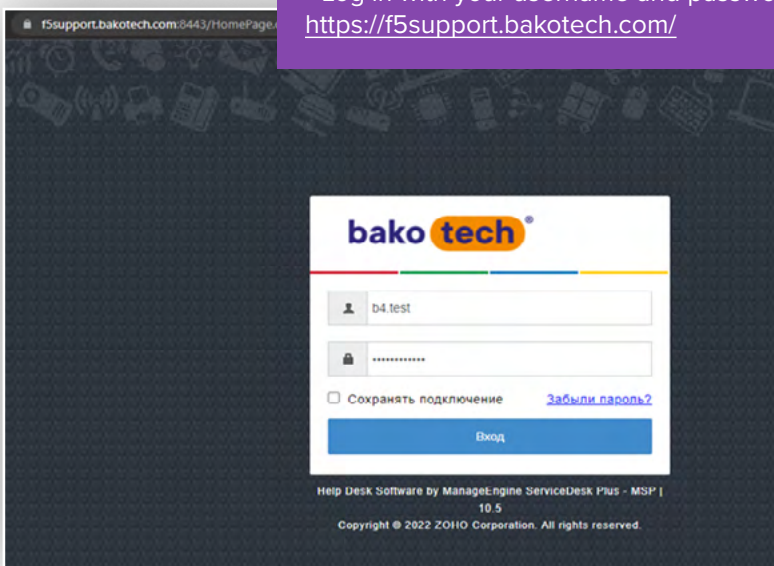


# FREQUENTLY ASKED QUESTIONS

## FAQ

### 1. How to authorize in the Service Desk system?

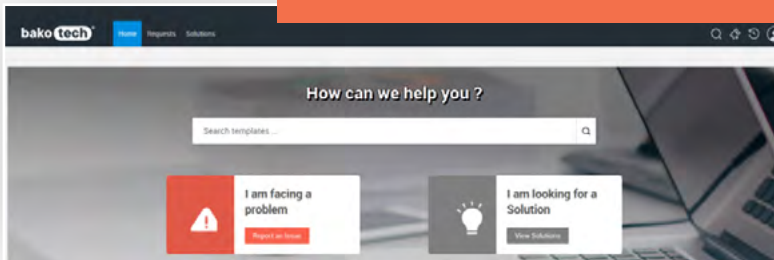
- Log in with your username and password on the site <https://f5support.bakotech.com/>



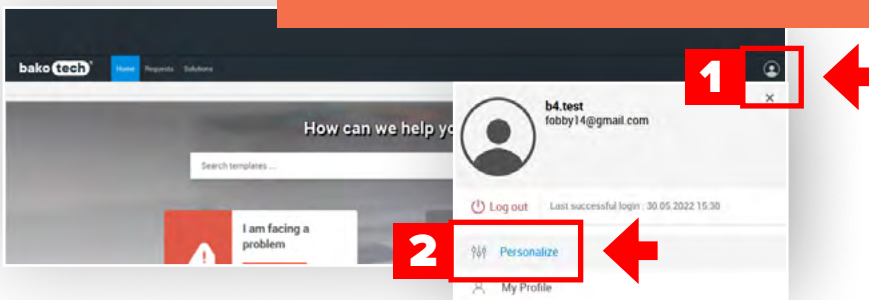
- To receive your login information, please email us: [F5support@bakotech.com](mailto:F5support@bakotech.com)

## 2. How to create an application in the Service Desk system and work with it?

• After authorization, you will be on the **ServiceDesk** home page. It looks like this:

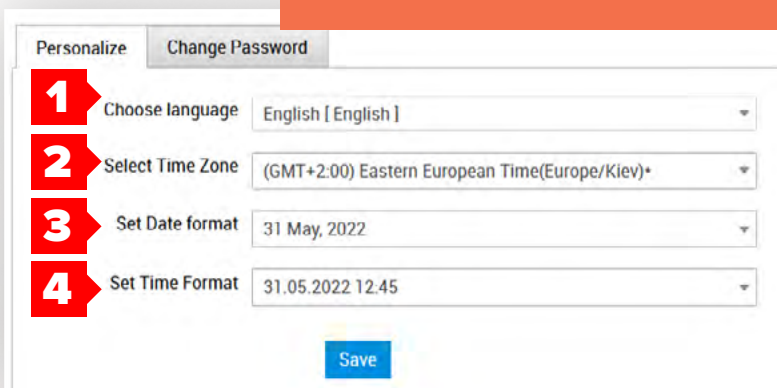


• The interface language of **ServiceDesk** depends on the system language or browser language. To choose a more convenient interface language for you, click on the icon in the upper right corner of the screen **1**, and then on the **Personalize** button **2**:



• In the window that opens, you can configure:

1. Interface language;
2. Your time zone;
3. Date format;
4. Time format

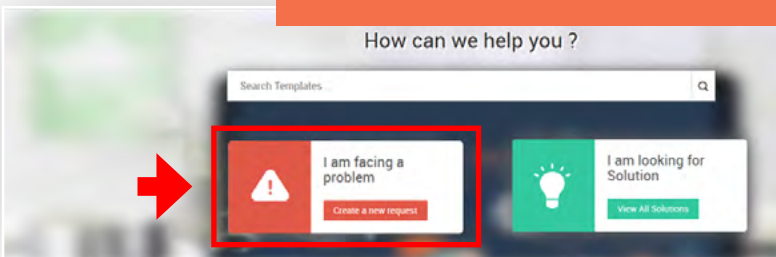




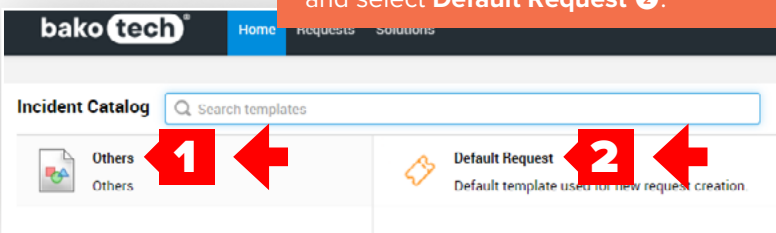
• In the next tab **Change Password**, you can change the password for logging into your **ServiceDesk** account accordingly.

The screenshot shows a 'Change Password' form with three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. A 'Save' button is located at the bottom. The 'Change Password' tab is highlighted with a red box and a red arrow points to it from the left.

• Click on the **Create a new request** button to create a request.



• Then on the page that opens, click on **Others** ① and select **Default Request** ②:



- On the page that opens, information about the serial numbers of the purchased devices is provided in the format "**serial number (module)**".

• Name testtest

Asset(s) TESTASSET (LTM) x

- To complete the application, fill in the fields indicating all the necessary information, namely:
- Select **the type of request** (in case of a problem with the device configuration — *Incident*; to provide documentation or advice regarding the device configuration — *Request For Information*):

• Request Type

E-mail Id(s) To Notify

-- Select Request Type --

Incident

Request For Information

- On the tab **Business Impact**, indicate the degree of impact of the problem **on business processes**

1. Business disruption, critical business processes do not work
2. A degradation of critical business processes, but all the other processes work
3. Application performance is reduced
4. The functionality is degraded. Need help with device maintenance

• Business Impact

• Urgent

-- Select Business Impact --

1 - Business corrupted. Nobody can work.

2 - Business degraded. Business processes degraded but still works.

3 - Performance degraded. Applications work slowly with any impact at business.

4 - Functions degraded. We need assistance with device maintaining.

- Indicate how **urgently** it is necessary to provide a solution to the problem in the **Urgent:**

Urgent

-- Выбрать Urgent --

-- Выбрать Urgent --

1 - Urgent! As soon as possible!

2 - Normal! Its important for us but you can do it at regular speed.

3 - Slowly! Its not important you can do it at regular speed.

- On the tab **Email Id(s) To Notify**, you can specify the email addresses separated by commas to receive case notifications.

E-mail Id(s) To Notify

- The **Priority** is assigned automatically depending on the level of impact of the event on the business and the urgency of resolving the incident.
- Next, in the **Subject field ①**, briefly describe the essence of the problem, and in the **Description field ②**, add more details on your problem or ask questions.

- Specify:
  - ◆ whether this configuration worked before;
  - ◆ whether changes have been made to the device configuration.

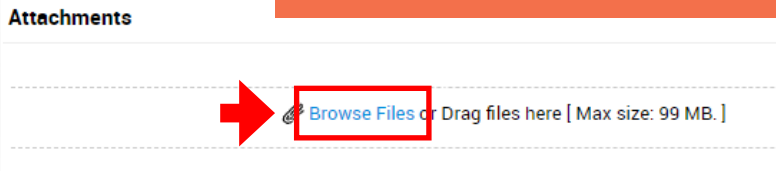
Subject

Description

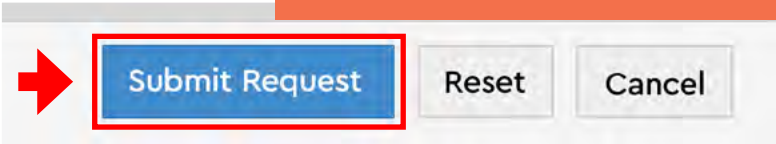
1

2

- If necessary, you can attach files (up to 99 MB in size) by clicking on the **Browse files button**:

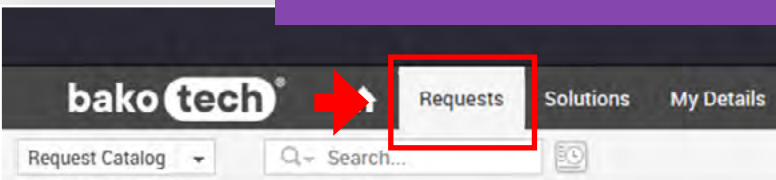


- Check the correctness of the entered data, then at the very bottom of the screen, click on the **Submit Request** button to create an application.

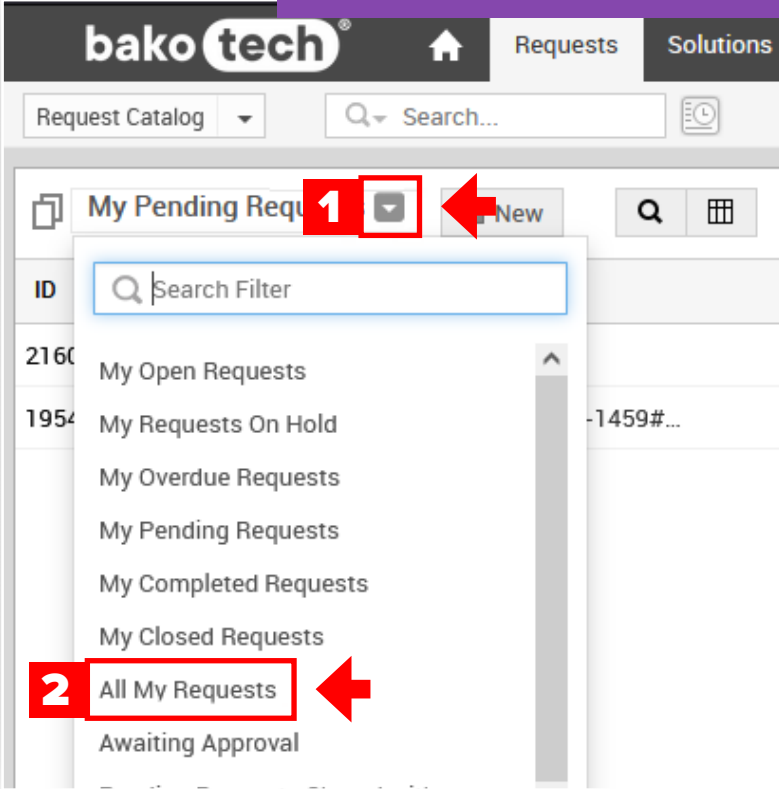


**CONGRATULATIONS, THE APPLICATION HAS BEEN CREATED! IN THE SERVICEDESK MENU, YOU WILL RECEIVE A NOTIFICATION THAT A NEW CASE HAS BEEN CREATED.**

- To track the status of created requests, in the upper left corner of the screen, click on **Requests**.



- Click on the down arrow 1 to filter by requests and select All My Requests 2.



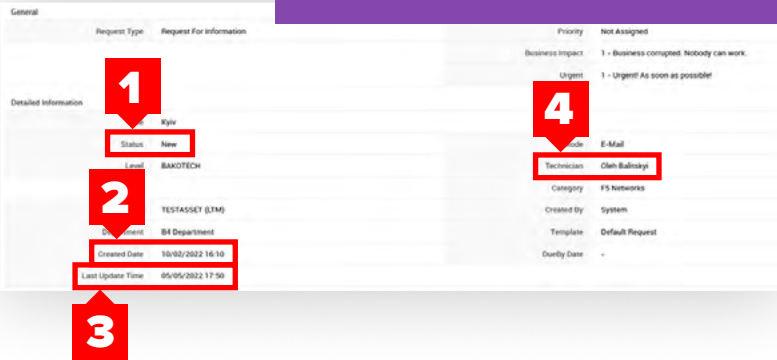
- You can view information regarding each of your requests.

The screenshot shows a table of request details. The table has columns for ID, Subject, Response Date, Assigned To, Status, and Created Date. The data is as follows:

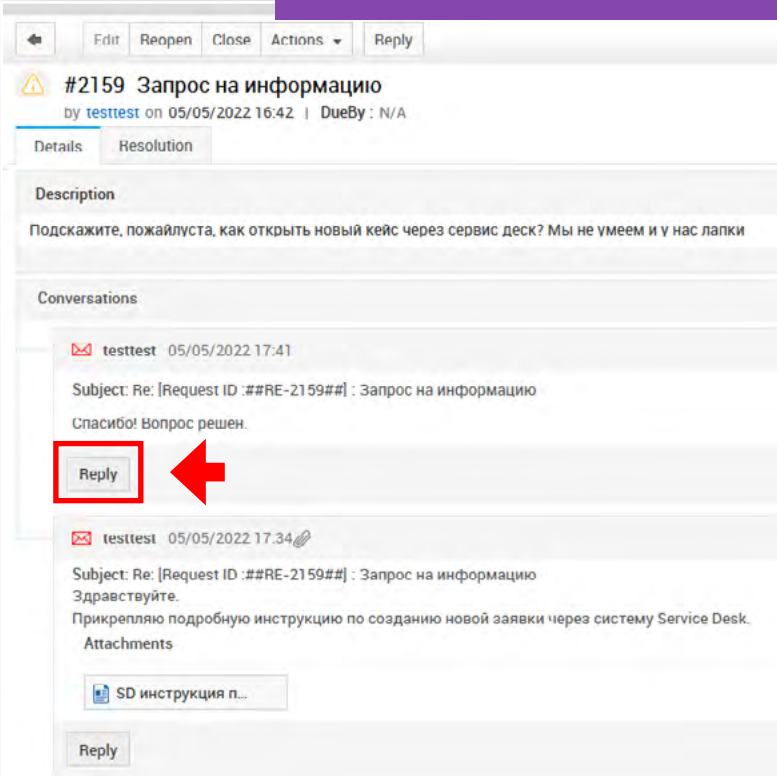
ID	Subject	Response Date	Assigned To	Status	Created Date	Site
2760	Request for Progress on Q1	Notified	Don Balthaz	In Progress - SA	16/05/2022 12:39	Site
1316	Request for Progress on Q1	Notified	Don Balthaz	Resolved	16/05/2022 14:41	Site
1954	Request for Progress on Q1	Notified	Don Balthaz	New	16/05/2022 15:10	Site
1483	Request for Progress on Q1	Notified	Don Balthaz	Closed	24/05/2022 16:05	Site
1480	Request for Progress on Q1	Notified	Don Balthaz	Closed	24/05/2022 15:37	Site
1479	Request for Progress on Q1	Notified	Don Balthaz	Closed	17/05/2022 13:44	Site
1406	Request for Progress on Q1	Notified	Don Balthaz	Closed	14/05/2022 11:48	Site
1407	Request for Progress on Q1	Notified	Don Balthaz	Closed	20/05/2022 15:48	Site



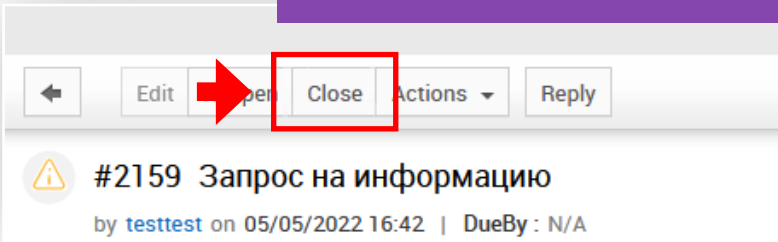
- To view detailed information on an application, click on its name.
- On the page that opens, you can read the correspondence on the case and other details of the application, including information about:
  1. Status of the application;
  1. Date of creation;
  1. Last update time;
  1. The name of the engineer who is working on the solution of the case.



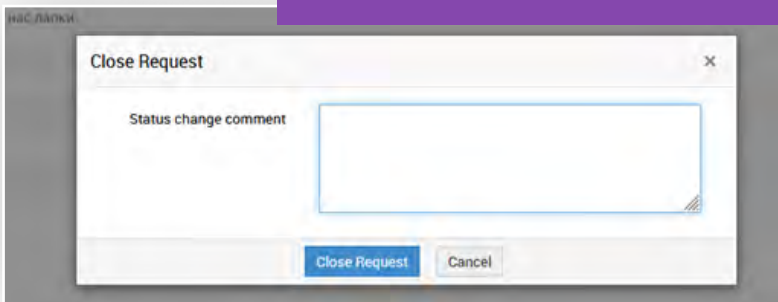
- To send a message on this case, click on the **Reply**.



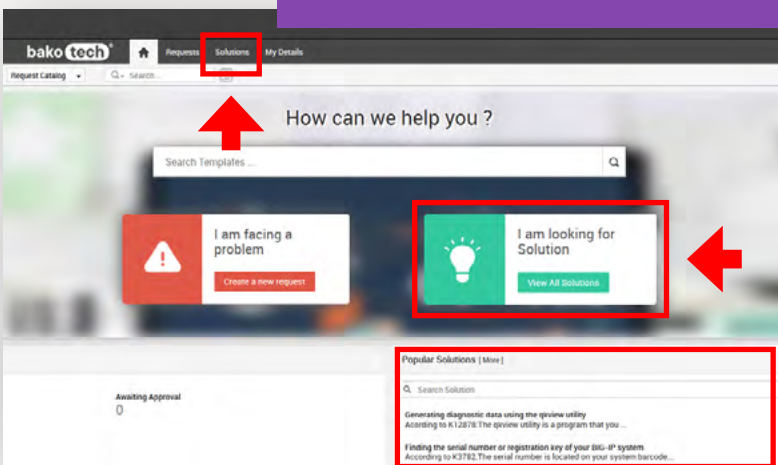
- When support engineers have provided a case answer that solves the problem, or an answer to a question of interest within the case, its **status** will be changed to **Resolved**. If this solution satisfies you, you will need to confirm the closure of this case. To do that, go to the required application and click on the **Close** button on the top panel.



- Then confirm the closing of the application by clicking on the **Close Application** button. Additionally, you can leave a comment with feedback on the support engineer's work quality.



- You can also go to the page **Solutions** to find answers to the most frequently asked questions:



### 3. Where to find the service contract number (BKT-SA-XXXXXXX)

- View information in the **F5 Extended Support certificate**. F5 Extended Support Certificate is a service contract (PDF file) obtained after placing an order when shipping documents to a partner. This document contains information about the level of the contract, the duration of the support and the products to which this support applies. Also a description of support and brief instructions for contacting.
- Write a request to [F5support@bakotech.com](mailto:F5support@bakotech.com), indicating the serial number of the device and the name of the user company.

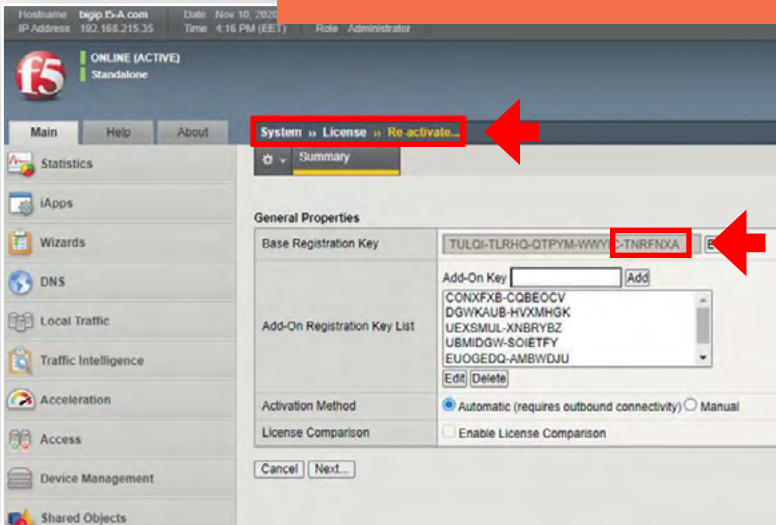
### 4. How to find out about the validity of current support?

- View information in the **F5 Extended Support** certificate.
- Write a letter to [F5support@bakotech.com](mailto:F5support@bakotech.com) stating the service contract number/ serial number of the device and the name of the user company.
- Open in the browser <https://secure.f5.com/validate/validate.jsp>, enter the serial numbers of your hardware or virtual device and the mail to send an automatic response. You will receive an email within 20 minutes of the request.

## 5. How to find out the serial number of the device?

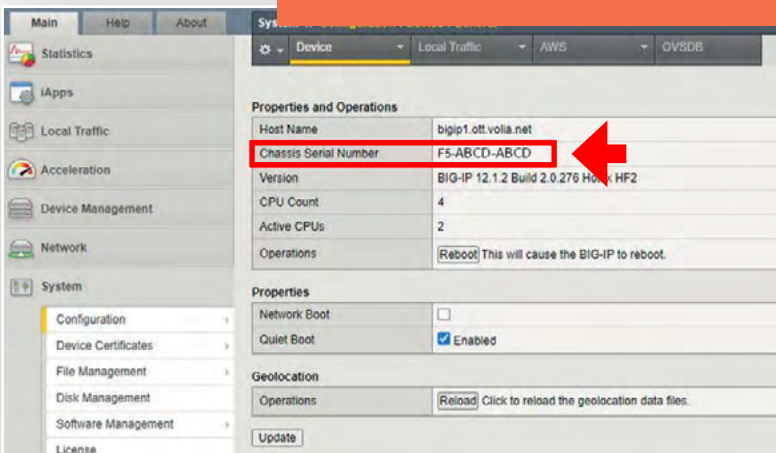
### FOR F5 VIRTUAL MACHINE

- Open the **F5** web management interface;
- Menu item **System >> License >> Reactivate** (buttons at the bottom of the menu)
- Last 7 digits of the key — serial number of the virtual machine



### FOR HARDWARE

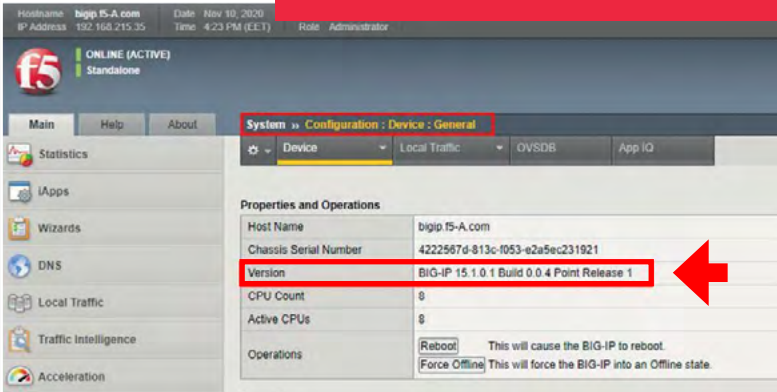
- Open the web control interface **F5**;
- **System > Configuration** menu item.



① Source: <https://support.f5.com/csp/article/K3782>

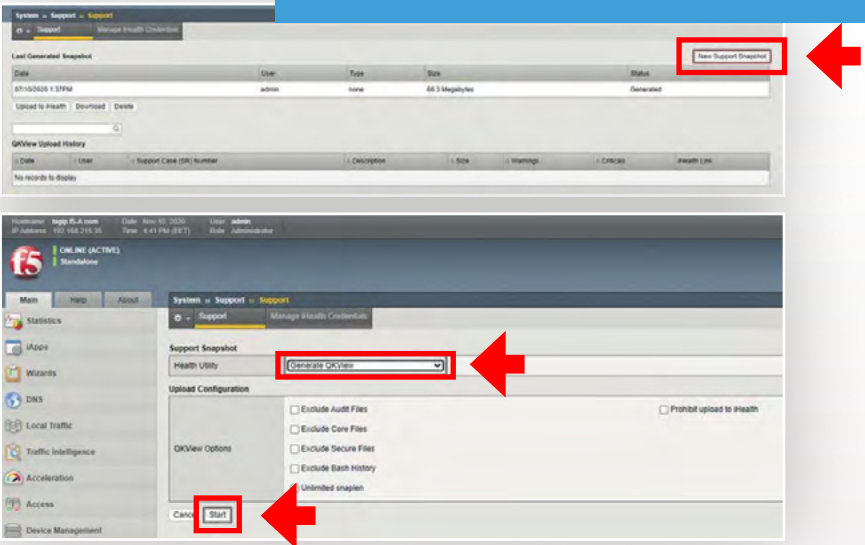
### 6. How to find out the software version?

- Open the **F5** control web interface;
- **System > Configuration** menu item.



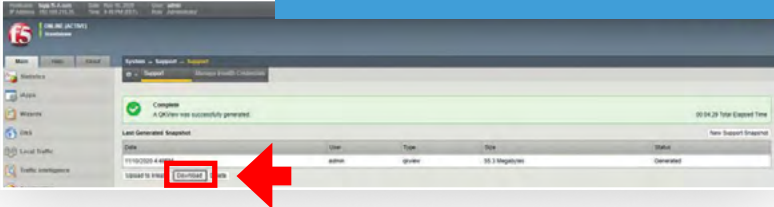
### 7. How to generate and download QKFile (F5 support File)?

- THROUGH F5 CONTROL WEB INTERFACE**
- Open the **F5** control web interface;
- Menu item **System > Support**
- Click on the **New Support Snapshot**



Source: <https://support.f5.com/csp/article/K8759>

- Wait until the file is generated
- Download file



### VIA CLI-INTERFACE CONTROL F5

- Connect to **F5** via **SSH** or via the console control port
- Enter the command `qkview -f /var/tmp/f5.qkview`, where `f5.qkview` is the name of the support file to be created
- Download support file from **F5** using scp or other utilities

```
[root@bigip:Active:Standalone] config # qkview -f /var/tmp/f5.qkview
Gathering System Diagnostics: Please wait ...
Diagnostic information has been saved in:
/var/tmp/f5.qkview
Please send this file to F5 support.
[root@bigip:Active:Standalone] config # |
```

## 8. What is iHealth?

The answer is available in video format at the following links:  
<https://f5.com/support/tools/ihealth>  
[https://www.youtube.com/watch?v=UFg7\\_3-HL5A](https://www.youtube.com/watch?v=UFg7_3-HL5A)

① Source: <https://support.f5.com/csp/article/K12878>



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