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Bobby Brown - 2014-11-03 - 0 Comments - in Support Procedures



For ScaleArc customers opening or updating a case via the ScaleArc customer portal, you are asked to choose a severity level.

If you are sending an email to open a case, please be clear in the case what the severity of the impact of the reported issue is to your business.

Please do your best to ensure the correct severity level is chosen to help our Support team prioritize incoming requests appropriately.

Severity 2 : "Moderate Impact"

The Software's performance is significantly degraded such that Customer's use of the Software as permitted is materially impaired. The Error may or may not be circumvented

with a Workaround, but the Workaround is not acceptable as a long-term resolution.

Permalink:
<https://support.scalearc.com/kb/articles/739>

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