QUICK GUIDE TO TECHNICAL SERVICES

WELCOME TO YOUR MONGODB QUICK GUIDE TO TECHNICAL SERVICES



What this guide is (and what you'll get out of it)

You work in tech, so you probably have a good idea of what a Technical Services team does.

But at MongoDB, our Technical Services goes beyond the basics. Our team gets to know your case inside and out, enabling us to deliver personalized and swift support precisely when you need it.

WHAT YOU'LL LEARN

This guide will walk you through the fundamentals of how to make the absolute most out of MongoDB Support. That includes getting familiar with:

- The different kinds of Support subscriptions that are available to you
- The different IRGs (Initial Response Goals) you may encounter
- The ways that Technical Services at MongoDB is there to help you
- How to create and, if necessary, escalate cases
- Best practices on getting your cases resolved ASAP
- Resources to help you get set up for next steps



Need to contact Support to escalate a case immediately?

Skip to page 20

By the end of this guide, you'll be equipped with all the knowledge and tools you need to effectively use MongoDB's Technical Services, ensuring that any potential issues are resolved quickly.

HOW TECHNICAL SERVICES HELPS



24/7/365 round-the-clock support

Your TS team is there to handle any technical issues you encounter. Let your in-house resources focus on business-differentiating services.



A proactive and preventative approach

Quicker development cycles and optimized apps through best practice advisory before incidents occur.



Guaranteed IRGs

Guaranteed initial response time for production issues by highly qualified engineers.



Best-in-class expertise

Support from the people who designed and developed MongoDB, with 10+ years working with the database.

MONGODB ATLAS SUPPORT AND SUBSCRIPTION TIERS

BASIC	DEVELOPER	PRO	ENTERPRISE	PLATINUM
• Elastic storage • Elastic RAM	• Elastic storage • Elastic RAM	• Elastic storage • Elastic RAM	• Elastic storage • Elastic RAM	• Elastic storage • Elastic RAM
• Platform support • In-app chat support	• 8 hrs Support IRG* • End-to-end support • 24/7 support portal	• 2 hrs Support IRG* • End-to-end support • 24/7 support portal • Phone support • Emergency escalation	• 30 min Support IRG* • End-to-end support • 24/7 support portal • Phone support • Emergency escalation	• 15 min Support IRG* • End-to-end support • 24/7 support portal • Phone support • Emergency escalation
	• Support for Compass	• Support for Compass	• Support for Compass • BI Connector for Atlas • LDAP integration • Granular database auditing • Encryption key mgmt.	• Support for Compass • BI Connector for Atlas • LDAP integration • Granular database auditing • Encryption key mgmt.

*These IRGs are for Severity Level 1 issues.

SUPPORT IRGS (INITIAL RESPONSE GOALS)

The terms of your support policy can be found at mongodb.com/support-policy

	S1 **Blocker** Production completely down	S2 **Critical** Production moderately impacted	S3 **Major** Error or issue not impacting production environment	S4 **Minor/trivial** Proactive and general questions
Support hours	24x7	24x7	M–F, 9AM–6PM local time*	M–F, 9AM–6PM local time*
Enterprise Advanced	1 hour	2 hours	4 hours*	24 hours*
Atlas Developer	8 hours	10 hours	12 hours*	24 hours*
Atlas Pro	2 hours	4 hours	8 hours*	24 hours*
Atlas Enterprise	30 minutes	2 hours	4 hours*	24 hours*
Atlas Platinum	15 minutes	1 hour	4 hours*	24 hours*

*Available M–F, 9AM–6PM local time

PREMIUM SERVICES



Premium Services is an add-on that's typically best fit for Enterprise and Platinum-level subscriptions.

Success at scale doesn't always come easy. Oftentimes, your teams are split between needing to develop new applications, features, and functionality, and ensuring that the MongoDB stack is set up to elegantly scale.

This is where Premium Services comes in to deliver a hyper-tailored support experience built around your specific needs and goals.

With Premium Services, you get two expert roles at your disposal:

TAM

NTSE

TAM

Technical Account Manager

These act as strategic partners across your entire account, coordinating MongoDB support or specific business units to align with long-term goals.

TAMs cannot only coordinate complex projects but also drive technical strategy. They have a deep understanding of MongoDB's portfolio, allowing them to connect the dots between your desired outcomes and MongoDB's technology.

Key areas TAMs cover:



Coordination on platform initiatives



Technical strategy



Proactive planning

NTSE

Named Technical Support Engineer

These are technical experts that work with your individual teams, managing their support experience and ensuring smooth case progression.

NTSEs bring specialized expertise in areas like security, performance tuning, and more. They typically work closely with teams such as application developers, DBAs, and DevOps/SREs within specific areas of your account. This focused support model enables them to dive deep into particular subsets of your environment, ensuring MongoDB systems are optimized and running at their best.

Key specialties NTSEs can cover:



Security



Backups



Performance optimization



Disaster recovery

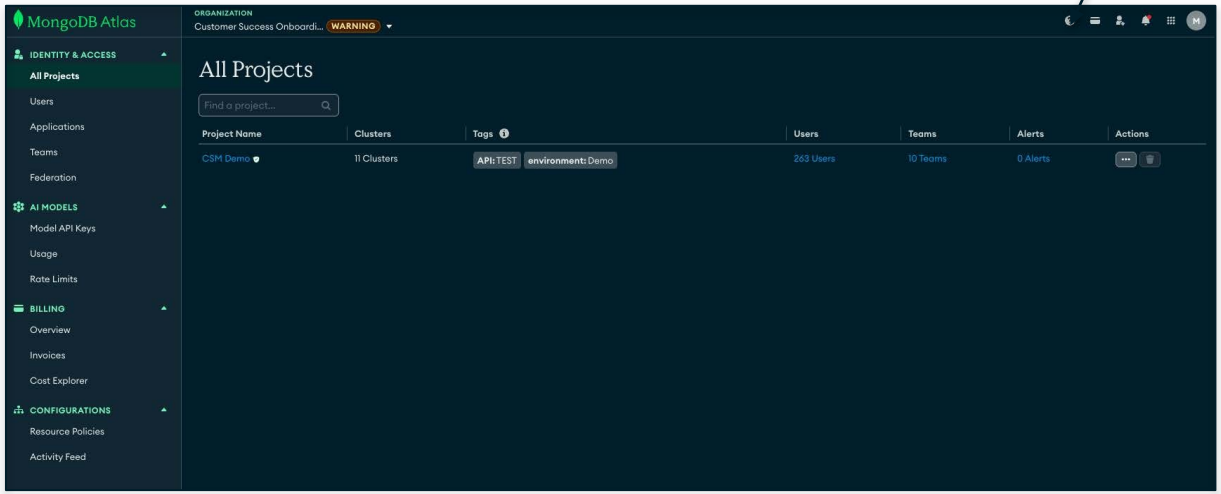
*Note that TAM is deployed with supporting NTSEs; NTSEs can be deployed standalone.

YOUR JOURNEY WITH MONGODB TECHNICAL SERVICES

ACCESSING MONGODB SUPPORT (VIA ATLAS)

If you have an Atlas subscription, you can access the support portal through the Atlas User Interface.

Click the "?" icon, then click "Create new case" or "View plan"

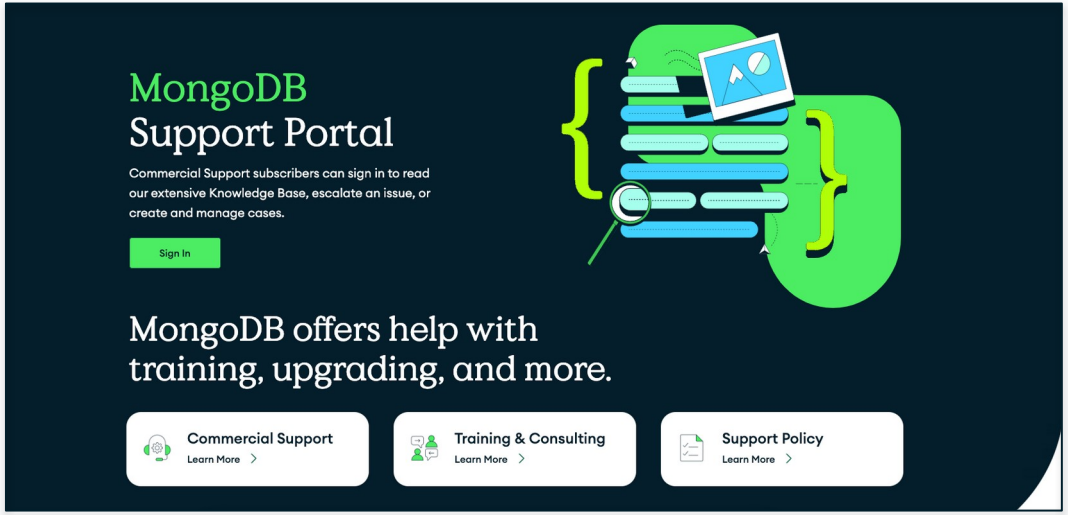


Things you'll want to know

You'll need to use your Atlas login credentials when logging into Atlas, with sufficient access to the Atlas project (above read-only).

ACCESSING MONGODB SUPPORT (VIA MONGODB.COM)

The MongoDB Support Portal delivers customer support and access to our knowledge-base system.



Things you'll want to know

Your assigned username is your company email including the domain (e.g., XYZ@domain.com).

Each new user receives a welcome email and a separate email to create their password.

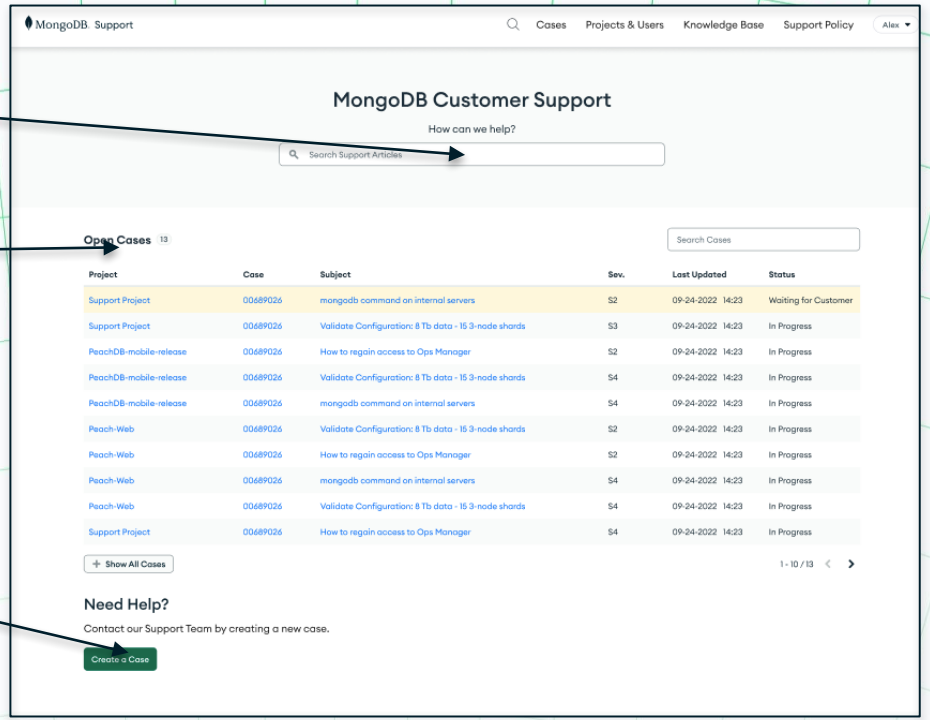
The password creation link expires in 24 hours. If your link has expired, navigate to account.mongodb.com/account/login and request a password reset.

NAVIGATING THE SUPPORT HOMEPAGE

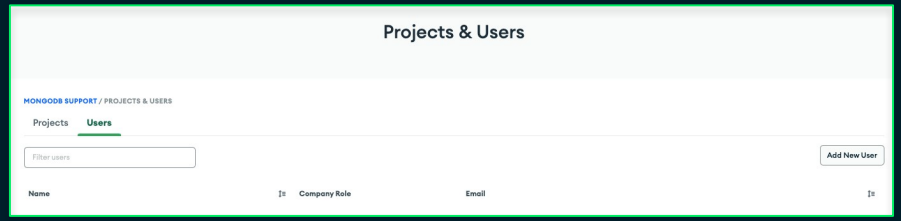
Search the Knowledge Base

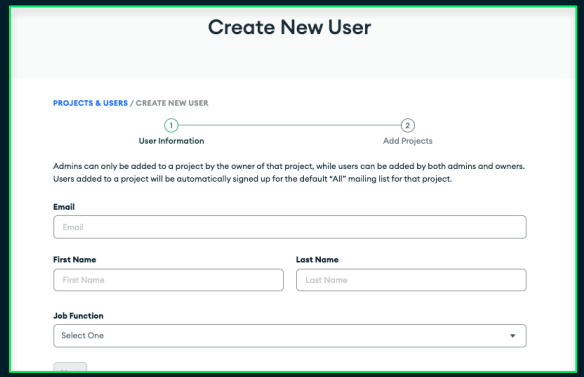
View all cases currently in progress

Click to file a New Ticket



ADDING AND EDITING USERS (WITH ENTERPRISE ADVANCED)





Owner

has the ability to add/edit users, assign Admins, and open/view cases.

Admins

have the ability to add/edit users, open/view cases.

Users

have the ability to open/view cases.

VIEWING PROJECT DETAILS

Your MongoDB support subscription is tied to one or more projects.

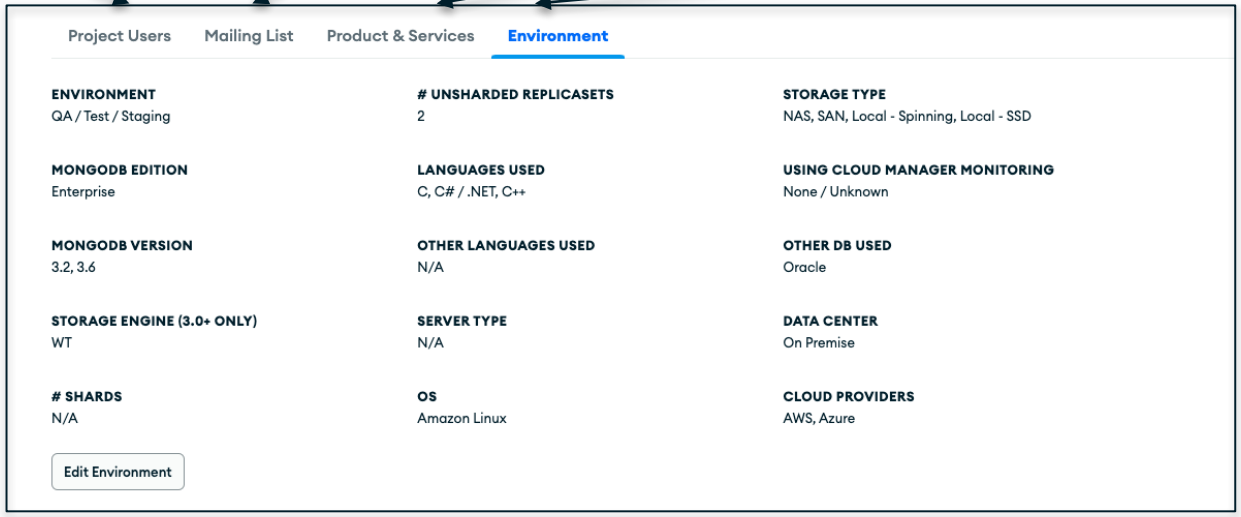
The Project page outlines your MongoDB environment and who has access to create/view cases.

View all users that are members of the project

View and edit recipients of support related emails

See here the subscriptions linked to your project

See relevant details about your project environment



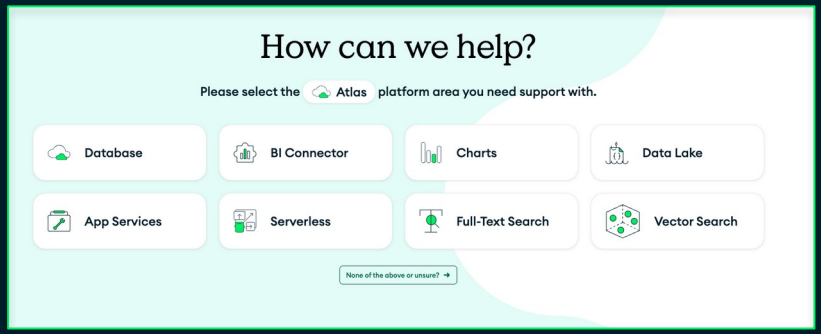
CASE CREATION

OPENING A NEW SUPPORT CASE

1 Select the product you're using: MongoDB Atlas or MongoDB Enterprise.



2 Select the platform you need help with (e.g., Database, BI Connector, Charts).

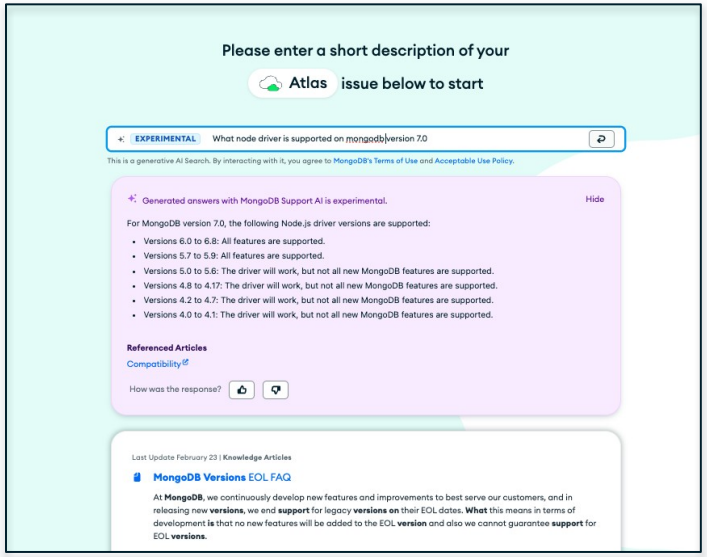


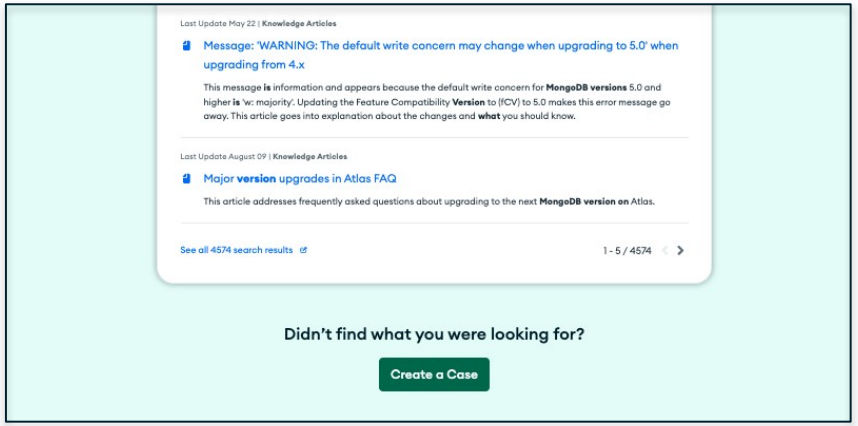
CASE CREATION

OPENING A NEW SUPPORT CASE

3

Type a bit about your issue in the search bar and review the resulting GenAI suggestions and Knowledge Base articles.





Didn't find a solution to your issue? Click the Create a Case button at the bottom of the page.

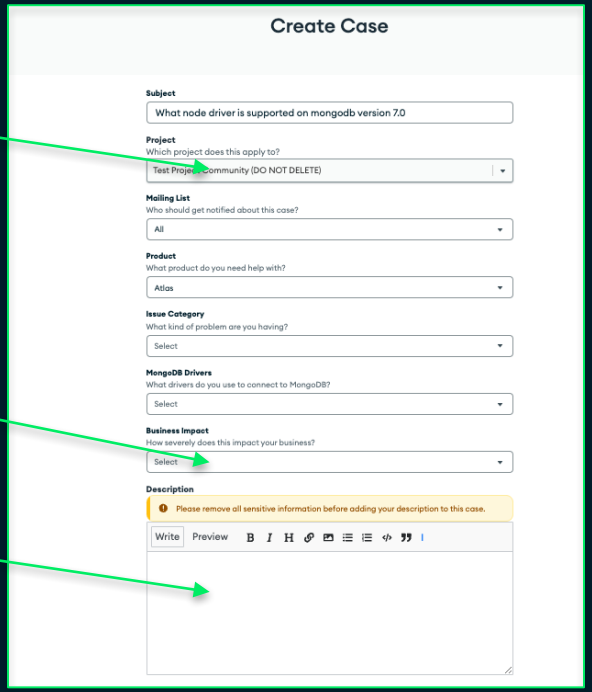
CASE CREATION

CREATING A NEW SUPPORT CASE

Select the correct Project

Select the severity of the issue

Add additional context



*On the following page, we'll outline what to include in the Description so Support can help resolve your case ASAP.

CASE CREATION

INCLUDING THE RIGHT INFO FOR QUICKEST RESOLUTION

For Support to resolve your case as quickly as possible, there's a few best practices to follow when filling out details of your issue in the Description box.

Make sure you clearly state your issue in the title, along with relevant versions, and expand on your issue, including:

- How you became aware of the issue.
- What specific clusters or replica sets are involved.
- When issues started.
- What (if any) modifications you made before the issue occurred.
- The business impact and whether the issue is affecting production systems.
- The scope of the effect the issue is having on associated systems.
- The names of the specific deployments affected.
- Whether the application or deployment was previously working successfully.
- Whether the issue is intermittent and at what frequency it occurs.
- If applicable, details on stack trace of errors produced in the client application, including time stamp with time zone information.

For more info on case resolution: support.mongodb.com/article/000021121

Pro tip

Add a note in the description if your case needs 24/7 coverage. By default, not all tickets are monitored 24/7.

Note: Creating a case for Enterprise Advanced or Ops Manager? The following page will give you some additional information to include.

CASE CREATION

DETAILS FOR ENTERPRISE ADVANCED AND OPS MANAGER

In cases relating to Ops Manager, you'll want to include:

- A compressed copy of all of the Automation Agent Logs from at least 1 host
  - In a Linux environment, these are typically located in /var/log/mongodb-mms-automation
- A compressed copy of all of the contents of the Ops Manager Application Server Log Directory
  - In a Linux environment, these are typically located in /opt/mongodb/mms/logs/
- If you are able to log into the Ops Manager UI, please collect the Ops Manager Diagnostic Package for this specific Project
  - This can be downloaded by following the steps outlined in the Download the Diagnostic Archive section of the Ops Manager documentation

In cases relating to MongoDB Enterprise Advanced, you'll want to include:

- MongoDB Server diagnostic data (compressed). This is the contents of the diagnostic.data directory from all replica set members, for example:

```
tar -czvf \
  /tmp/$(hostname)_ftdc_$(date +%s).tar.gz \
  -C /db/path/diagnostic.data
```

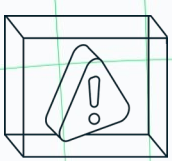
- A copy of the mongod.log file from each of the nodes

ESCALATING A CASE

When to escalate

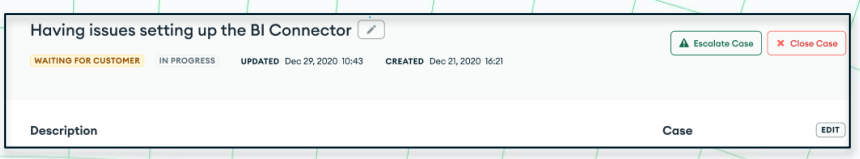
Customers should consider escalating a case when:

- There is severe operational impact
- Specific attention is required
- The case is not progressing as expected



How to escalate

Customers may escalate their support case directly in the MongoDB Support Portal by navigating to the case and selecting the “Escalate Case” option within the Case Actions section of the user interface. If you are not able to access the Support Portal, please reach your account representative.



What to expect upon escalation

- ✓ Heightened awareness and engagement from Escalation Management team
- ✓ Review of the business impact, urgency and next steps are assessed
- ✓ Coordination of necessary resources across MongoDB teams
- ✓ Communication of consistent plan of actions

HOW TO CALL THE SUPPORT HOTLINE

For Blocker (S1) or Critical (S2) issues, find the Support Contact by clicking “Contacts” in the Support website footer bar or clicking here.



Step 1

Open an S1/S2 case.



Step 2

Call the MongoDB Support team.



Step 3

Wait for the Support team to respond.



When calling the MongoDB Support hotline, be sure to leave your name, company, case number, and contact info.

TIPS FOR WORKING WITH SUPPORT

Download log files for future review after an incident

After any adverse event, we recommend you download and review log files with your Support team. Note that log files are only retained for 30 days if not manually stored or downloaded.

Note that there's no charge to download log files!

Here's how to download from Atlas UI directly.

Add extra detail about the issue when summarizing it

Here are some things to clarify when summarizing your issue:

- **Timeframe of event:** "We observed this issue starting around 9pm PST yesterday and persists."
- **Symptoms observed:** "Clients are experiencing timeouts, it appears that iops have spiked and node 2 is down."
- **What is normal/ideal:** "We typically do not experience timeouts on the application side, and queries are usually returned under 250ms, our core requirements are <300ms."
- **Issue origin:** "This behavior started occurring after a recent driver upgrade to pymongo 4.3.3."
- **Steps taken:** "We've attempted scaling up the cluster and next a fail over to a secondary node so far."
- **Screenshots:** Provide screenshots of an error, bug, or relevant details. Circle or highlight specific information we need to be aware of, especially if there is lots of data on the capture.
- **Zoom Meeting:** You may request a Zoom meeting to help align on the issue and gather more information from the assigned engineer. Live troubleshooting over Zoom is very rare because cases are handled by a team of engineers, and one engineer may not be able to resolve the issue on the spot due to the team's varied expertise.

RESOURCES TO SET YOU UP FOR NEXT STEPS

RESOURCES



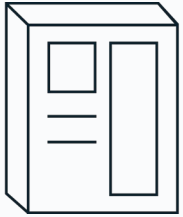
MongoDB University

Check out our curated Onboarding Learning Path here.



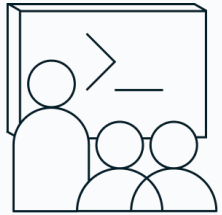
MongoDB Developer Center

Visit our MongoDB Developer Center for deeper technical resources.



MongoDB Documentation

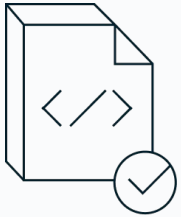
Browse all the MongoDB documentation you'll ever need here.



Webinars

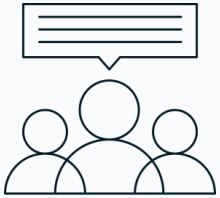
Browse our library of helpful webinars and videos here.

MORE RESOURCES



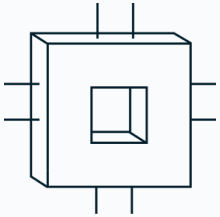
MongoDB Certifications

Get your team officially MongoDB certified here.



Community Forums

Join the conversation with other MongoDB users in our community forums.



AI App Resources

Learn about how we help you build AI-powered apps here.

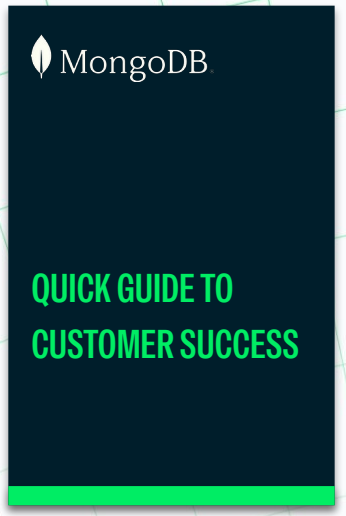


Customer Success HQ

Want to learn more about Customer Success? Visit us here.

MEET YOUR OTHER SUPPORTING TEAMS

Quick Guide to Customer Success

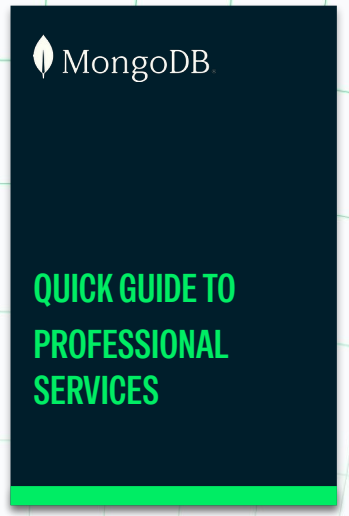


Learn about:

- Your 5-stage project journey with Customer Success
- Best practices and potential obstacles along the way
- Helpful resources

Read the guide

Quick Guide to Professional Services



Learn about:

- How you can enlist MongoDB's expert teams through Professional Services
- The wide range of service options available to you
- Helpful resources

Read the guide

WE'RE HERE TO HELP!

Questions? Reach out to Customer Success at
contact-cs@mongodb.com