perforce

P4

Critical Care

What Is a Critical Care Problem?

A "Critical Care Problem" is defined as a condition where an entire group is prevented from performing critical tasks using the P4 server (P4D).

Examples of Critical Care Problems:

1. Failure of the P4 server (P4D) following a server upgrade
2. Denial of access to the P4 server
3. Hardware failure or crash requiring recovery of the P4 server.

Who Do I Call with Critical Care Problems?

When our offices are open

During office hours, you'll get the fastest help by opening a case in the Community Portal.
You can also email support-p4@perforce.com.

When our offices are closed

Call the Critical Care Hotline.

What to Expect When You Call

You will be prompted to enter a number for the associated product.
For P4 enter "1."

Please have the following information ready:

- Your name.
- Your company name.
- Your email address.
- The telephone number where you can be reached.

Note: If you do not receive a response within 45 minutes, please call again.

Contact Information

ⓘ Technical Support

Hours: Monday to Friday, 8 a.m. to 5 p.m.
US (ET):   +1 510-864-7400
UK (BT):   +44 (0) 1189 771020
APAC (AET): +61 (2) 9054-3712

Voicemail Tips

When leaving a message, please state your name, company, and phone number at the start of the message.
Then, provide a brief description of the problem before repeating your name, company, and phone number.
For example:

Hi,

My name is Bruno at Perforce. My phone number is 415-555-1212.

My P4 server has crashed and will not restart.

Again, my name is Bruno at Perforce and I can be reached at 415-555-1212.