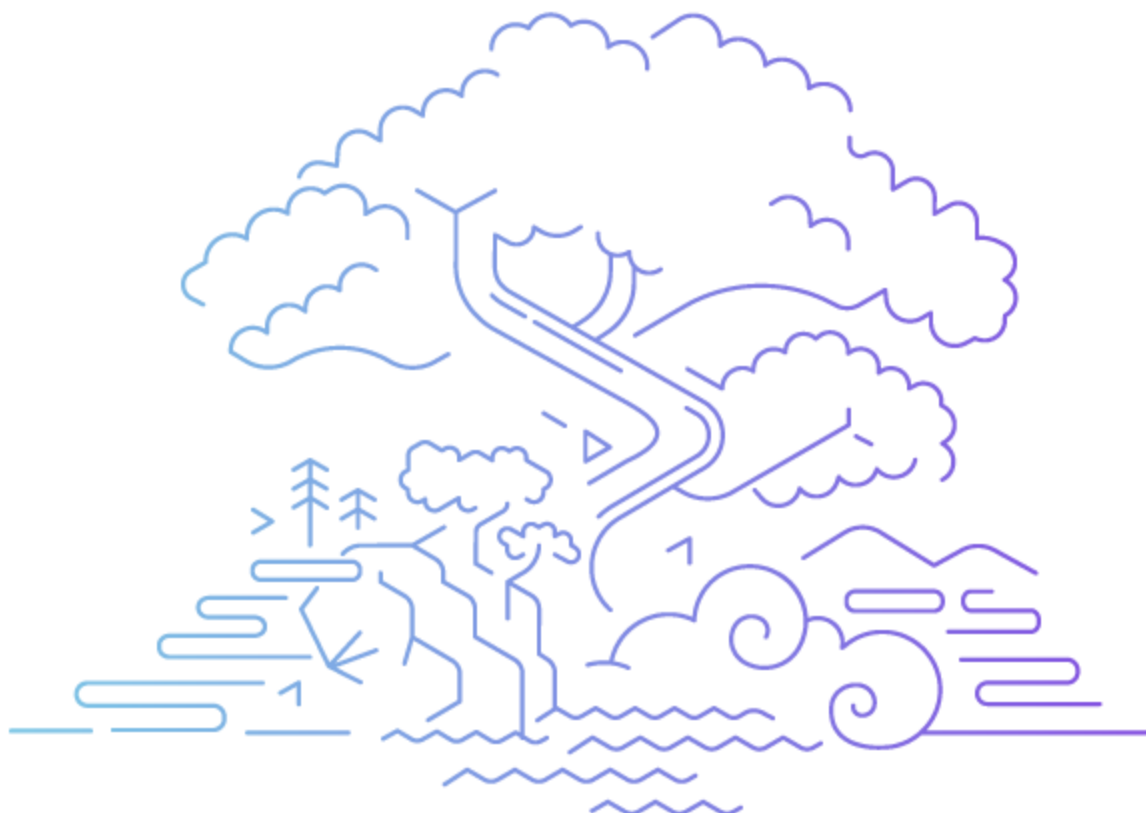




Customer Solutions Architecture

Heroku Enterprise

Developer Support Guide



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Overview

There are three branches of the Heroku Developer Support System:

- The Heroku Dev Center
- Heroku Support
- Customer Solutions Architecture (CSA)

This guide will help you understand how to make the most of these resources.

If you require urgent assistance with a production downtime incident, open a ticket immediately at help.heroku.com.

Heroku Dev Center

The [Dev Center](#) contains a trove of documentation about the Heroku Platform and how to use it. This is the **first place** you should go when you want to find answers to your questions about Heroku. When you have a question about Heroku, this is the best place to start.

Getting Started

If you're new to the Heroku platform, we recommend that you begin at the beginning with a [Heroku Getting Started Guide](#) in the programming language of your choice. The guide will walk you through deploying an application to Heroku, scaling up dynos, provisioning add-ons and configuring the application's environment. You can also learn more about [How Heroku Works](#) and how to architect your apps using the [Twelve Factor methodology](#).

Common Application Errors

A typical need for help when running applications on Heroku is to understand error messages you find your application logs. The table below outlines the most common errors. Click the error codes for more details about each one. Read more about [Error Codes](#) in the Dev Center.

Error Code	Description	Details
H10	App crashed	A crashed web dyno or a boot timeout on the web dyno will present this error.
H11	Backlog too deep	When HTTP requests arrive faster than your application can process them they can form too large a backlog to be processed.

H12	Request timeout	An HTTP request took longer than 30 seconds to complete.
H14	No web dynos running	This is most likely the result of scaling your web dynos down to 0 dynos.
H18	Server Request Interrupted	The backend socket, belonging to your app's web process, was closed before the backend returned an HTTP response.
H27	Client Request Interrupted	The client socket was closed, either in the middle of the request or before a response could be returned.
R14	Memory quota exceeded	A dyno requires memory in excess of its quota. If this error occurs, the dyno will page to swap space to continue running, which may cause degraded process performance.

Heroku Support

The Heroku Support team is a geographically distributed team of engineers who are ready to assist you with technical questions and issues that arise as you're using the Heroku Platform. If you can't find the answer to a question in the Dev Center, Heroku Support is your next stop.

Knowledge Base

To solve technical issues without the need for a support ticket, the Heroku Support team maintains a searchable Knowledge Base containing answers to commonly asked questions. Visit help.heroku.com and enter your question into the search box to retrieve relevant articles.

[My tickets](#)
[Create a ticket](#)
[Enterprise Resources](#)

Welcome to Heroku Support

TRENDING ARTICLES

Platform Error Codes

Understanding SSL on Heroku

Why am I getting pg_restore: [archiver] unsupported version (1.13) in file header error with pg_restore?

What does "Legacy Infrastructure" mean for my database?

Legacy Postgres migration notice

Contacting Support

If you can't find the answer to your question in the Dev Center or the Knowledge Base, it's time to contact the Support team for additional assistance. The Support team works with customers through a ticketing system that allows all Heroku team members to investigate and solve issues. Anyone with a Heroku account can open up a ticket with Heroku Support at help.heroku.com.

As a Heroku Enterprise customer, your support tickets will automatically be filtered to the top of the Support queue. Additionally, you may designate a priority for each ticket you open.

The table below outlines the available priorities and when to use them. Heroku will review your initial priority designation and may change it if it is incorrect per the definitions provided below. You may appeal a change by providing additional information in support of your original selection. In that event, Heroku would review your appeal before making a final determination.

Priority	Use Case
Urgent**	<p>An active emergency in which a production application or service is crashed or impaired such as to be unusable for the vast majority of your end-users.</p> <p>There is no known workaround, and the issue has a significant negative impact on your business or data integrity.</p> <p>Immediate attention from Heroku is required.</p> <p>For Legacy Heroku Enterprise or Premier Heroku Support customers, the on-call Support engineer is paged and SLA is activated.</p>
High	Production app is significantly impaired. Workaround is currently available.
Normal	General support issue. Features are impaired but not impacting functionality of production app.
Low	General questions. Minimal to no impact.

****NOTE: For Legacy Heroku Enterprise and Premier Heroku Support customers, Heroku Support engineers are paged immediately when tickets are opened with Urgent priority.** This priority will invoke your SLA for initial response and will wake someone up if required. We ask all customers to use this priority with care and for production applications only.

Information to Include with Urgent Requests

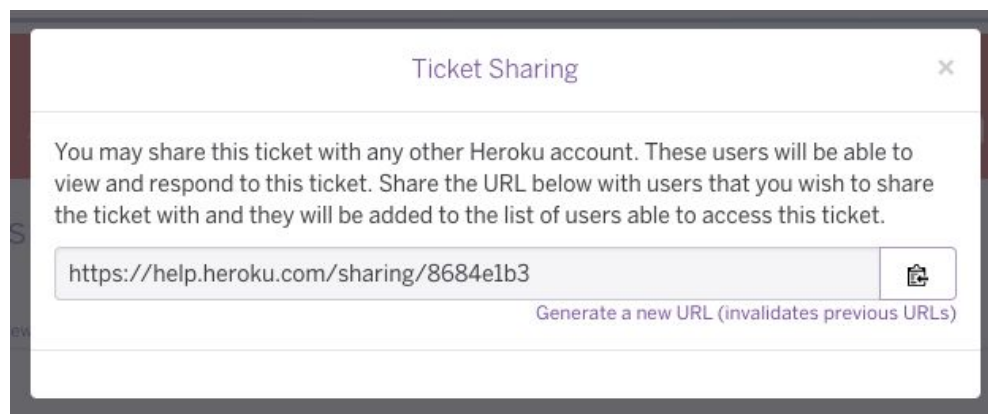
In order for Heroku to best support you with an issue, we ask that you provide as much information as possible when submitting tickets, especially concerning applications that are either crashed or unusable by the majority of users.

When opening a ticket, please include:

- Permission for Heroku staff to access the app and add-ons for the purposes of the ticket
- A detailed description of the issue
- The number or percentage of users affected and, if applicable, how the issue is impacting your business
- Steps Support Engineers can take to reproduce the issue
- Whether the issue was observed occurring in the application's staging or testing environment. If the issue was not observed in other environments, please detail any relevant differences in the configuration of the two environments.
- A specific timestamp with timezone, preferably following the guidance in [ISO 8601 UTC](#) format (e.g. "2015-01-01 12:00:00 UTC"), when the issue began. Providing non-UTC timestamps may delay response and resolution time due to unclear communication.
- Timestamped application and platform logs, and stack traces
- Relevant configuration for the application (As always, be sure to redact sensitive information and credentials.)
- A list of the third-party services relevant to the issue, particularly if the services are not integrated as Heroku Add-ons

Sharing Support Tickets

You can share Heroku Support tickets with other members of your team for collaboration. Click the "Share Ticket" button at the top of any ticket to retrieve the shareable URL. Any Heroku user who visits the URL will be added to the ticket.





Customer Solutions Architecture

Heroku Customer Solutions Architects (CSAs) are a team of technical experts with deep Heroku knowledge. CSAs curate and develop exclusive resources to assist enterprise customers to

develop, optimize and scale applications successfully on Heroku. They can also assist with high traffic event preparation, application performance analysis, and designing architectural solutions to Heroku implementation challenges. Note that while CSAs are a part of Developer Support, they do not handle break/fix Support tickets, which is the role of Heroku Support.


Check out the [Enterprise Portal](#) for access to CSA-curated resources, or to get assistance from the CSA team.

[My tickets](#) **0** [Create a ticket](#) [Enterprise Resources](#) 



Heroku Enterprise Portal


For current technical issues, [open a ticket with Heroku Support](#).



Enterprise Support/CSA General Information


Technical support
[Heroku Support](#)

Platform best practices, architectural questions, or optimization guidance
[Ask a CSA](#)
[Enterprise Help & Support Guide](#) (PDF)
[CSA Services Datasheet](#) (PDF)



Heroku Connect


[Heroku Connect Guide](#) (PDF)
[Getting Started with Connect](#)
[Logs Messages & Common Errors](#)
[Diagnostics & Optimization](#)
[Heroku Connect API](#)
[FAQ and Best Practices](#)



Private Spaces

[Private Spaces Guide](#) (PDF)
[General Information](#)
[Routing in Private Spaces](#)

Private Data
[Heroku Postgres](#)
[Heroku Redis](#)
[Migrating Heroku Postgres to Private Spaces](#)
[Establishing a Trusted Connection between Salesforce and Private Spaces](#)



App Optimization & Scaling

[Application Metrics](#)
[Optimizing Dyno Concurrency](#)
[App Assessment & Optimization Worksheet](#) (PDF) - Coming Soon
[App Scaling Worksheet](#) (PDF) - Coming Soon

Stay Updated

**** Important **** Heroku will regularly send you notifications regarding the status and stability of your applications and add-ons, as well as planned and emergency maintenance. Please whitelist bot@notifications.heroku.com in your email client in order to receive these notifications.

Be sure to subscribe to [Heroku Status](#) to receive notifications whenever there is a platform incident or scheduled maintenance.

The [Heroku Changelog](#) feed will keep you in the loop about new features and enhancements as they are released.

For all the Heroku news, how-to articles, and additional details about new features, tune in to the [Heroku Blog](#).