

NETWRIX CUSTOMER SUPPORT REFERENCE GUIDE

Overview

This Customer Support Guide details our support services, contact information, and best practices for contacting support to ensure quick response and issue resolution.

The Netwrix Web site (<http://www.Netwrix.com/support.html>) provides a wealth of information at your fingertips. Refer to the following online resources before you contact Netwrix Customer Support.

Community Forums	Exchange information with other Netwrix customers and the team behind the product; contains product-specific conferences. Maintained and moderated by the product management team. Available at no additional charge.
Support Portal	http://www.Netwrix.com/support.html Please log on to our Customer Portal to: <ul style="list-style-type: none">• Case Management• Review the status of your support cases.• Renew your maintenance
Knowledge Base	Browse how to articles and search for solutions to common questions at http://www.Netwrix.com/knowledge_base.html

Supported Languages

Netwrix is pleased to offer technical support services in the following languages business hours:

United States	English
All International	English

Support Programs

All customers with an active maintenance agreement, regardless of their program, is entitled to contact support to open a case via email, phone, or web 24x7x365.

We offer Basic support response programs to our customers and Evaluation program for 20 days if you are evaluating our software.

Evaluation Support

Evaluation Support program provides software support services during business hours (Monday through Friday) as defined below during the defined evaluation period.

Basic Support

Basic Support program provides software support services during business hours as defined below along with upgrades and updates to the products.

Standard Support

Standard Support program provides 24/5 software support services, reduced response times for critical issues, delivery of singular product hotfixes and invitation to participate in BETA programs. One year of Standard Support is included with initial product license purchase.

Support Programs Comparison Matrix

Service	Evaluation Support	Basic Support	Standard Support
Product Patches	NA	Yes (quarterly)	Yes (monthly)
Product upgrades	NA	Yes	Yes
Technical Support	Phone/ web/email	Phone/web/email	Phone/web/email

Business Hours as defined below in Customer Local Time

Support Program	Business Hours
Evaluation Support	Mon-Fri 8 am – 5 pm
Basic Support	Mon – Fri 8 am- 8 pm
Standard Support	24x5x365

Priority Definitions and Response Time SLA

Priority Level Guidelines

Priority levels provide an indication of the urgency of an issue, and help us provide a rapid and effective response. Categorizing priority levels incorrectly hinders the overall case-handling process, and can adversely affect you. When you report an issue, you and the Netwrix Support Analyst should discuss and agree upon an appropriate priority level. You have the option to change the priority level of an issue as business conditions change.

Response goals are intended to provide a target for initial response to an issue or inquiry. We will work a Priority 1 issue around the clock for Basic and Standard Support if you also have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
- The priority is mutually downgraded.

*Evaluation Customers

We make best effort to provide equivalent of “Basic Support” response times to customers with valid trial license during the official evaluation period.

**Free and NFR Licensed Products

Depending on staff availability, we attempt to provide support for users of our free products. However, we do not currently provide response goals or response guarantees for this service.

We respond to problem reports based on the following guidelines:

* Note when indicated Business hours are M-F 8AM – 8 PM local time.

Priority	Description	Target Basic Response SLA	Target Standard Response SLA
Priority 1	A business critical software component or a Netwrix managed system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution. Examples: Excessive abnormal terminations impacting all users, monitoring, reporting, schedules or a down/offline production system;	24 hours	2 hours
Priority 2	Adversely impacting Production operations, but the production system is not down; product operates, but is seriously restricted. Examples: Production application response times or system performance are slow, system is available. Some users, monitoring or reports are impacted.	12 business hours	6 hours
Priority 3	A non-production issue; the majority of functions are still usable, a limited condition that can be readily circumvented. Example: non-Production application response times or system performance are slow, system is available. Some application functionality is intermittent, low user impact.	18 business hours	12 business hours
Priority 4	Minor issue or question that does not affect the product function, and can be readily circumvented. For example: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback, Feature Requests.	24 business hours	18 business hours

Contacting Customer Support

Your organization should designate a few representatives responsible for opening cases with Netwrix, and receiving maintenance information. They should have the appropriate technical skills and system level access to work with Netwrix Support Engineers in resolving open issues. These Company contacts will be your interface to Netwrix Support, and should be notified of all issues that surface within your organization. They will escalate issues to Netwrix Support as necessary.

Be prepared to provide the following information:

- Your name, company name, and telephone number with extension
- Case number (if applicable)
- Product name, release level, and any maintenance/ patches applied to the product

Logging a Case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue priority, and the exact text of error messages and diagnostic details.
- Steps to reproduce the problem, known workarounds
- Contact number where you can be reached
- Best time to reach you, and contact method (i.e. email/phone)

Submitting a Support Case

To file a case you may use any method below. We encourage you to set the initial priority level for the problem when submitting a case and highly recommend using phone to submit Priority 1 issues.

Via the Web

You can open a case using a web browser by visiting: https://www.netwrix.com/customers/open_a_ticket.html. Please enter all data into the form, providing as much details as possible to open a case. Upon submitting the case you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases list.

Via the Phone

To open a case using the phone call one of the phone numbers mentioned in Contacts section below. After you log the case with the customer representative, your case will be assigned a unique number given to you over the phone. If required and depending on license type, support offering and priority level, your call will be transferred to an appropriate support engineer to resolve your issue over the phone.

Following Up

A Support engineer will contact you by phone and/or email or a combination of both as appropriate during the resolution process. Priority levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Priority definitions.

Customer Support Issue Resolution

Netwrix Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make adjustments in resources if necessary.

Netwrix top priority is customer satisfaction, so we will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case without your consent. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)
- Permanent business or system workaround (case closed)
- Temporary business or system workaround (case priority level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (case priority level might be changed)
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)
- Customer is non-responsive (case closed)

Customer Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support and Product Functionality during Trials and the survey results are reviewed by executive management. When a support case is closed, an e-mail may be sent to the customer contact associated with the case. The e-mail contains a link to an online survey with questions covering areas such as the ease of use of the product, probability of purchase, handling of the support case, professionalism, and knowledge of the support analyst, and overall satisfaction with the management of the case.

Product Lifecycle

Level of support services provided depends on the lifecycle phase determined for specific version of the product. Current versions of the products are eligible for full support that includes support services and updates/fixes while support for older versions may be limited. A list of known workarounds or existing fixes can be available for customers using old or discontinued product versions. Assistance upgrading to a supported version is available for customers using old or discontinued product versions for an additional fee through Professional Services.

The list is updated each time there is a release, for the current list of products and their status please see the product release matrix located at [Product Release Matrix](#).

Support of Releases

- New Releases – All new products issued for General Availability (GA).
- Current Releases – To maximize the quality of our service, Netwrix limits technical support to the products listed on the release matrix.
- Releases designated as “End of Fix” – Support is available, existing program fixes are available, but no new fixes will be created and no enhancements will be made.
- Releases designated as End of Life or Withdrawn from the Market - No support is available.
 - ❖ For unsupported releases, new product enhancements and fixes will not be available. Netwrix does not have an obligation to provide support for software that has been publicly designated End of Support, Withdrawn from the Market, or similarly designated.

Product Maintenance

Our goal is to go beyond quickly solving problems, and actually preventing problems from occurring in the first place. As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases—Quality Assurance, Alpha Test, Beta Test, and Controlled Release before it is officially released.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release, finally the most urgent issues are addressed with a hotfix that can be applied on specific product version. When applicable we announce the availability of new releases on the Web and through e-mail.

Third Party Software Support policy

Netwrix will support customers who run Netwrix Auditor products on supported Operating Systems, irrespective of whether they are running in VMware environments or not. Netwrix supports Operating Systems, not specific hardware configurations. Accordingly, VMware operates as a hardware abstraction layer.

VMware supports a set of certified Operating Systems and Hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of VMware.

Netwrix will not require customers to recreate and troubleshoot every issue in a non-VMware environment; however, Netwrix does reserve the right to request VMware customers to diagnose certain issues in a native certified Operating System environment, operating without the virtual environment. Netwrix will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Any time spent on investigation of problems that may, in the sole opinion of Netwrix be related to VMware, will be handled in the following fashion:

- Netwrix will provide standard support to all Netwrix Auditor products.
- If a problem is encountered while Netwrix Auditor is/are running in a VMware environment, the customer may be required to recreate the problem on a non-VMware server unit, at which time Netwrix will provide regular support.
- The customer can authorize Netwrix to investigate the VMware related items at normal time and materials rates. If such investigation shows that the problem is VMware related, Netwrix will provide best effort support to suggest a workaround and will work together with the customer and VMware to resolve the issue if such a resolution is possible.
- Regardless of the problem type or source, if the problem is determined to be a non-VMware related issue - time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual.

Netwrix will assist customers in problem analysis to determine whether the issue is caused by third party software or hardware. In order to isolate the problem and if Netwrix believe there is a reason, Netwrix may ask customer to remove third party software or hardware product.

If it is impossible to identify the cause of the problem Netwrix may contact the third party vendor using TSANet or ask customer to open support case with third party vendor support organization.

Contacts

Web Support Page

<http://www.netwrix.com/support.html>

Phone Numbers

Region	Phone number
United States	+1.888.638.9749
Canada	+1.201.490.8840
United Kingdom	+44 (0)203 318 0261
All other International	+1.201.490.8840