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BeyondTrust Technical Support

Overview

Customer success and satisfaction are the primary goals of BeyondTrust, and we are committed to providing world-class products and exceptional Technical Support services to our customers. Our mission is to deliver consistent, timely, and professional support that meets the needs of customers of all sizes on a global scale.

Our Technical Support services include troubleshooting, workaround assistance, and access to our extensive on-line knowledge base. We focus on addressing the needs of production environments and prioritize resources accordingly.

This document will introduce you to BeyondTrust Technical Support services and explain the details of our Technical Support policies and procedures to ensure that your cases and inquiries are addressed with the appropriate care and urgency they deserve.

Technical Support Commitment

The BeyondTrust Technical Support Team provides timely, personal, and resolution-oriented assistance. Technical Support cases are handled by our trained Technical Support staff located worldwide. Technical Support also has a clear escalation path to Engineering for resolving issues requiring product fixes or updates.

Technical Support Eligibility and Scope

Your BeyondTrust product must be covered by a valid maintenance contract to receive support for that product.

Technical Support services are available for all products on a global basis. A range of services are offered including on-line, email, and phone access to our Technical Support Team, access to our extensive knowledge base, and new releases/maintenance updates.

We request that our customers make a reasonable effort to use the information available from our on-line knowledge base, and to diagnose and/or resolve an issue before seeking Technical Support services.

Note: Technical Support can advise on product installation and usage; however, our focus is on product issues. If your educational or consulting needs are outside this scope, we may refer you to our training and professional services. We offer both on-line and on-site product training and professional services.
Additional Available Resources

In addition to contacting BeyondTrust Technical Support, online self-help resources are available.

**Online Documentation & Resources**

- Product Documentation: beyondtrust.com/docs
- Knowledge Base and FAQs: beyondtrust.com/myportal
- Feature Requests: ideas.beyondtrust.com
- Product Release Information: beyondtrust.com/support/changelog

**BeyondTrust Professional Services & Training**

In addition to BeyondTrust Technical Support, which is focused on product issues and case resolution, BeyondTrust provides a range of professional services and training to help you get the most value out of your BeyondTrust products.

- BeyondTrust Professional Services: beyondtrust.com/services
- BeyondTrust University: beyondtrust.com/services/training

As a supplement to BeyondTrust Support's services and BeyondTrust University's robust training offerings, BeyondTrust Technical Account Management (TAM) is a professional services engagement with a senior-level technical and product expert who partners with you to ensure you receive maximum value from your BeyondTrust investment.

BeyondTrust Technical Account Managers provide guidance and proactive support to ensure your BeyondTrust environment is optimized for security and reliability and is ready to deliver on your business requirements.

When you partner with a BeyondTrust TAM, you receive:

- Direct relationship with a senior technical and product expert
- Priority case assignment with BeyondTrust Support
- Regularly scheduled strategy calls
- Single point of escalation
- Detailed planning and assistance with BeyondTrust upgrades and maintenance activities

More information about BeyondTrust TAM services can be found online at beyondtrust.com/services/technical-account-management
How to Submit a Support Request

Request Submission Channels

Customers with a BeyondTrust product that has valid maintenance contract have access to our Technical Support services through multiple channels. Regardless of how a support request is initiated, all cases will be triaged on submission to ensure that you receive assistance from the appropriate product specialist.

Online Via Customer Portal
beyondtrust.com/myportal

Securely submit and review support cases as well as search our knowledge base and links to technical documentation.

Email
mysupport@beyondtrust.com

All cases submitted via email will be assigned a Severity Level 3.

Phone
USA    (866) 652-3177
      +1 (866) 652-3177
UK     +44 (0) 1628 480 210

Additional local support numbers outside the USA / UK can be found on the Support Portal. Calls may be routed to an answering service for triage and case creation.

Chat
beyondtrust.com/myportal

BeyondTrust Technical Support engineers are available from 2am-7pm Monday-Friday US Central time to provide support through a BeyondTrust chat session. Chat sessions may be started from the Customer Portal.

Note: If a chat session requires a Tier 2 product specialist, a case may be created and assigned to an appropriate resource. This resource will coordinate with you to work on your case.
Support Availability Tiers

BeyondTrust provides two levels of support to enable the service level which fits your needs.

Standard Support

- Sunday, 7pm US Central Time – Friday, 7pm US Central Time

Premium Support:

- Severity 1 - 24 hours a day, 365 days a year
- Severity 2 and 3 - Sunday, 7pm US Central Time – Friday, 7pm US Central Time

Note: Premium Support is available to customers at an additional cost.

Case Submission Information Required

When submitting a case to BeyondTrust Technical Support, please have the following information available:

- Company Name
- Contact Name, phone number, and email address
- Desired Severity level
- Unique case number if this is a continuation of an existing case
- BeyondTrust product name and version number
- Detailed problem statement, including how long the problem has been occurring, any steps to reproduce the problem, and screenshots illustrating the problem
- Description of any troubleshooting done, if any
- Relevant logs or support package
- Versions and roles of any operating systems associated with or used by the BeyondTrust product
Assigning a Severity Level

Severity Levels

There are three levels of Severity that are used to categorize and prioritize support cases.

Severity Level 1: Encompasses any issue where a production system is down or inoperable, or critical business operations are halted. Issue cannot be resolved by a restart or bypass.

Target initial response times:
- Standard Support – Maximum of 1 hour (excluding major holidays and weekends)
- Premium Support – Maximum of 30 minutes

Severity Level 2: Encompasses any issue where there is mild to medium impact to user experience or product usability.

Target initial response times:
- Standard Support – Maximum of 12 hours (excluding major holidays and weekends)
- Premium Support – Maximum of 8 hours (excluding major holidays and weekends)

Severity Level 3: Encompasses general support related inquiries, cosmetic impairment, or issues with minimal impact.

Target initial response
- Standard Support – Maximum of 24 hours (excluding major holidays and weekends)
- Premium Support – Maximum of 12 hours (excluding major holidays and weekends)

BeyondTrust will make reasonable efforts to meet the proposed response times when the following criteria are met:

- Any delay is not caused by an act or omission on the part of the Customer
- Customer provides to BeyondTrust such information and materials as BeyondTrust may reasonably request (such as product log files and environment information) to document and where applicable reproduce the problem
- The BeyondTrust products are installed within an environment that meets the recommended solutions requirements outlined in the product documentation.

Customers with Severity 1 cases are strongly advised to call one of our published numbers for the quickest response.
How Do I Get 24/7 Severity 1 Support on Saturday and Sunday?

For Premium Support customers who require assistance with a Severity Level 1 case on the weekend, follow these steps:

- Make sure the person contacting BeyondTrust Technical Support has administrative access and/or credentials for your BeyondTrust product, as well as any integrated or affected systems.
- Create a support case within the Customer Portal.
- Contact BeyondTrust Technical Support by phone.
- While on the phone with a BeyondTrust Technical Support Representative:
  - Have the contact person identify themselves as a BeyondTrust administrator
  - State the product affected
  - State that this is an emergency which cannot be handled during normal business hours
  - Provide the case number
  - Provide a short summary of the problem, including the impact, scope and urgency of the issue.
- An on-call BeyondTrust engineer will contact you within 30 minutes.
## Support Roles and Security

To protect your organization’s privacy and ensure you are able to use BeyondTrust products securely, BeyondTrust Technical Support limits the amount of information we provide and types of tasks we perform based on the Support Role defined for each individual contact at your company, as outlined below.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Admin</td>
<td>This role is fully authorized for all support requests, including requesting software upgrades, processing RMAs (if applicable), and managing the contact list (including assigning Support Roles).</td>
</tr>
<tr>
<td>Limited Admin</td>
<td>This role has access to administrative functions within the product. They receive support for administrative functions they have access to in the product.</td>
</tr>
<tr>
<td>User</td>
<td>This role is entitled to support for general use but not configuration of the product. This is the default role for all new individual contact records.</td>
</tr>
<tr>
<td>Not Authorized</td>
<td>This role is not provided any support.</td>
</tr>
</tbody>
</table>

You are responsible for maintaining an accurate, updated contact list for your organization and determining the appropriate Support Role for each individual who may contact BeyondTrust Technical Support.
Case Management

The BeyondTrust support process ensures that customer cases are handled and resolved efficiently, professionally, and in a timely manner. BeyondTrust Technical Support provides case resolutions, workarounds, knowledge transfer, and appropriate, timely status updates to customers.

Process Overview & Guidelines

When you experience a problem or require additional information about your BeyondTrust products, open a case using one of the methods outlined in Submitting a Support Request.

- When submitting a case, include the details outlined in "Case Submission Information Required" on page 6 to expedite investigating and troubleshooting your issue.

- Responding to cases via the Customer Portal assures that your responses are automatically associated with the correct case.

- When you report an issue or a request:
  - The case will be created, given a unique case number, and assigned a Severity level. Technical Support will validate the Severity level based on the definitions outlined in Assigning a Severity Level to the Case.
  - Technical Support will verify that you have a current maintenance contract and that you are a valid contact. If either of these cannot be verified, we will be unable to provide any further support.
  - If you report multiple issues in the same request, individual cases may be opened for each issue.
Technical Support Response – What To Expect

- You will receive a response to your case within the response times designated for the case’s Severity level.
- The response you may receive may include any of the following:
  - The information you requested or an answer to your question
  - A link to documentation or a knowledge base article
  - An explanation of a feature or design decision
  - A software patch or upgrade with instruction
  - A confirmation that the issue you reported is a known issue, and whether a product fix is planned, or workarounds are available
  - A request for additional information, such as
    - Additional details or specific tests to isolate the issue
    - Instructions for generating detailed logs
  - A request to join a session with a BeyondTrust Technical Support Engineer to further troubleshoot the issue
  - Multiple resolution options from which you can choose

Case Resolution

Cases will be closed and considered resolved when one of the following criteria is met:

- You close the case in the Customer Portal or confirm that it is resolved.
- Automatically after 2 business days when we believe the case is resolved but you do not confirm.
- Automatically after 4 business days when we have requested additional details or logs, but we have not received them.

Note: At any point in the support process, you are welcome to request to speak to a support supervisor or support manager. To escalate any case, please email support.managers@beyondtrust.com.
Product Support Life Cycle

BeyondTrust Engineering is constantly working to enhance its products by making improvements to existing features, as well as adding new ones. Our goal is to provide the best products and value to our customers. To achieve this goal, we will continue to add new features and release new versions of our products. As we release new software versions, we will retire older versions according to a planned schedule.

BeyondTrust provides support for any major versions of our products for two years from the generally available (GA) release date. Over a typical two year period, we release several maintenance versions associated with the active major version. These releases include critical updates or security patches.

Services Not Covered by Technical Support

BeyondTrust Technical Support does not include services that include or result from:

- Uses of or changes made that were not explicitly authorized by BeyondTrust or were in violation of the BeyondTrust End User License Agreement (EULA).
- Network, system, third-party hardware or software, or other environmental factors not within the direct control of BeyondTrust.
- Failure to install product updates or patches according to the provided instructions.
- Providing functionality outside the current product design scope or expected behavior.
- Consultative advice and assistance, including:
  - Configuration/reconfiguration of new or existing network equipment.
  - Customization of BeyondTrust products including cosmetic modification.
  - Programming code, writing scripts, or developing custom integrations.
- Services related to non-BeyondTrust products including any updates required for compatibility with BeyondTrust products.
- Professional Services.
- Third party integrations.

BeyondTrust reserves the right to alter, modify, revise, and/or update this document and/or the scope of support services at its discretion.