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NETWRIX CUSTOMER SUPPORT PROGRAM GUIDE

Introduction

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

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Overview

The Netwrix Web site (https://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.

Support Portal	https://www.netwrix.com/support.html Please log on to our Customer Portal to: • Manage your support cases • Review the status of your support cases • Renew your maintenance
Knowledge Base	Browse how to articles and search for solutions to common questions at https://kb.netwrix.com/

How to contact 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 Severity, 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)

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Submitting a Support Case

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

Via the Web

You can open a case using a web browser by visiting:
https://www.netwrix.com/support.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 Severity 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. Severity levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Severity definitions.

File Uploads

Netwrix takes every precaution to ensure that any customer data sent to us as part of a support case is used only for purposes of resolving the issue that the support case was created to resolve. All downloaded files are removed within 30 days of a support case being opened. Netwrix uses a 3rd party file sharing service called Hightail in order to send and receive artifacts used during the support process. Files uploaded to Hightail are downloaded to a secure internal location and Hightail files are then purged 7 days after upload. It is required that if a customer is unable to utilize this service that the customer provide a file sharing utility to Netwrix support which can be used during the life of the support ticket. Failure to provide another service voids any agreed upon Service Level Agreements.

Support Webpage

https://www.netwrix.com/support.html

Phone Numbers

Region	Phone number	Region	Phone Number	Region	Phone Number
United States	+1.888.638.9749	France	+33 9 75 18 11 19	Switzerland	+41 43 508 34 72
United Kingdom	+44 (0) 203 588 3023	Germany	+49 221 599 88 029	Romania	+40 37 630 0212
Australia	+61 2 8103 4346	Hong Kong	+852 5808 1306	Netherlands	+31 858 887 804
Austria	+43 72 077 58 72	Israel	+972 77 220 00 93	Poland	+48 22 161 14 09
Czech Republic	+420 234 290 866	Italy	+39 02 947 53539		
Spain	+34 911 982608	Sweden	+46 8 525 03487		

Business Hours defined below in Eastern Time

Support Program	Business Hours
Evaluation Support	Mon-Fri 8 am – 5 pm Local Time
Standard Support	24x5 excluding weekends

Programs

All customers with an active maintenance agreement, regardless of their program, is entitled to contact support to open a case via phone, or web 24x5.

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

Evaluation Support (Netwrix Branded Products Only)

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

Standard Support

The Standard Support program provides 24x5 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.

Severity and Severity Definitions and SLAs

Severity	Description	Target Evaluation Response SLA	Target Standard Response SLA
Severity 1	Critical Business Impact - means that the Software is not operational and no Workaround is possible, or, a Workaround exists but is unacceptable because of the impact on Licensee's business. Error results in the use of the Software being severely affected or completely unavailable. In addition, Error may involve downtime, outage, severe performance degradation, or other failure of one or more business critical systems, functions or services that adversely affects the ability of multiple end users to perform their functions.	24 hours	2 hours
Severity 2	Serious Business Impact - means that the Software is operational, but its functionality is seriously affected, and implementing a Workaround is time consuming and will adversely affect Licensee's business. In addition, Error may involve downtime, outage, serious performance degradation or other failure of one or more non-critical business systems, functions or services that adversely affects the ability of multiple end users to perform their functions.	12 business hours	6 hours
Severity 3	Minor Business Impact - means that the Software is operational, but its functionality is affected and a Workaround is available and acceptable. In addition, it may include an Error or problem with a system, function or service that materially adversely affects an end user's ability to process, but for which there is a reasonable and practical circumvention so that the affected end user can continue performing its functions with minimal loss of efficiency or functionality; or involves downtime, outages, performance degradation or other failure of a single non-critical system, function or service or affecting a single end user only.	18 business hours	12 business hours
Severity 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

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 adjust 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 contact 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 Severity level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (case Severity 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)

Technical Support Services for Taxonomies

Netwrix Data Classification comes with a set of predefined compliance taxonomies. The Netwrix Support Programs cover both the core Netwrix applications and out-of-the-box taxonomies.

At the same time, the Netwrix Data Classification platform gives customers a great degree of flexibility in terms of creating their own classification schemes. These customizations are not covered by the Netwrix Support Programs and customers may need to engage their Account Manager to discuss Professional Services if assistance is needed.

The Netwrix Customer Support Team provides Netwrix Data Classification support services based on the root cause of the issue according to the disposition rules below.

Disposition Rules

Root Cause	Evaluation Support	Standard Support
Collector/Classifier/UI	Yes	Yes
Customization of Predefined Taxonomies	N/A	No (Professional Services)
Creation of Custom Taxonomies	N/A	No (Professional Services)

Third Party Support

We will assist you in problem analysis to determine whether the issue is caused by third party software or hardware. In order to isolate the problem and if we believe we have reason, we may ask you to remove third party software or hardware product.

If it is impossible to identify the cause of the problem we may contact the third-party vendor or ask you to open support case with third party vendor support organization.

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.

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 testing phases 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.

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.