



GUIDE

MSP360 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 MSP360 Web site (<http://www.msp360.com>) provides a wealth of information at your fingertips. Refer to the following online resources before you contact MSP360 Customer Support.

Community Forums	Exchange information with other MSP360 customers and team behind the product; contains product-specific conferences. Maintained and moderated by product management team. Available at no additional charge.
Support Portal	http://support.msp360.com Please log on to our Customer Center support portal to: <ul style="list-style-type: none"> • Manage your support cases. • Request an update. • Attach logs to existing cases.
Knowledge Base	Browse how to articles and search for solutions to common questions at http://kb.msp360.com/
Documentation	Review and download the latest product documentation online.

Supported Languages

MSP360 is pleased to offer first level technical support services in the following languages during normal business hours (8AM to 8PM Customer Local Time):

United States	English
Canada	English
Europe, Middle East, Africa	English
Asia Pacific	English
Latin America	English

After Customer Business hours all first level support is in English only. All second and third level support is offered in English only.

Support Programs

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

We offer two support response programs (Standard and Premium) to our customers and one program (Evaluation) for 30 days while 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.

Standard Support

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

Premium Support

If purchased, Premium Support programs are available, and provides 24/7 software support services and faster response times for critical issues.

Support Programs Comparison Matrix

Service	Evaluation Support	Standard Support	Premium Support
Product updates	NA	Yes	Yes
Product upgrades	NA	Yes	Yes
Technical Support	Phone/ web/email	Phone/web/email	Phone/web/email

Business Hours are defined as Follows and are Customer Local Time

Support Program	Business Hours
Evaluation Support	Mon-Fri 8 am – 5 pm
Standard Support	Mon – Fri 8 am- 8 pm
Premium Support	24x7x365

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 MSP360 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 around the impact.

Priority	Description	Trial Response SLA	Target Premium Response SLA	Target Standard Response SLA
Priority 1	<p>A business critical software component or a MSP360 managed system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution.</p> <p>Examples: Excessive abnormal terminations impacting all monitoring, backups and schedules or a down/offline production system cannot be restored; application or system failure caused by MSP360 product.</p>	N/A	4 hours	6 business hours
Priority 2	<p>Adversely impacting Production operations, but the production system is not down; product operates, but is seriously restricted.</p> <p>Examples: Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.</p>	8 business hours	6 hours	8 business hours
Priority 3	<p>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 monitoring or backups are impacted.</p>	12 business hours	8 hours	12 business hours
Priority 4	<p>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.</p>	24 business hours	12 hours	24 business hours

Response goals are intended to provide a target for initial response to an issue or query. We will work a Priority 1 issue around the clock for Premium Support if you 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 “Standard 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 using our free products. However, we do not currently provide response goals or response guarantees for this service. All Customers requesting help for these products should post their questions to the forum: <https://forum.msp360.com/> to ensure that they receive help from a product manager or fellow customer.

We respond to problem reports based on the following guidelines:

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

Contacting Customer Support

Your organization may designate only 3 representatives responsible for opening cases with MSP360 and receiving maintenance information. They should have the appropriate technical skills and system level access to work with MSP360 Support Engineers in resolving open issues. These support contacts will be your interface to MSP360 Support, and should be notified of all issues that surface within your organization. They will escalate issues to MSP360 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 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 severity level for the problem when submitting a case, all Priority 1 issues may only be opened via the phone.

Via Email

You can file a case using email by emailing support@MSP360.com. By default all email cases are priority 3 unless otherwise specified. For the most accurate response and an SLA when handling your issue please provide the following when opening your case. Priority, Product, Version, logs and contact information, along with the details of the issue you are experiencing. Once processed, you will receive an electronic confirmation with a unique case number sent to your email address.

Via the Web

You can file a case using a web browser in Help Center: <https://www.MSP360.com/support> . Please follow the new case wizard to open a case. Upon submitting the case you will receive an electronic confirmation with a unique case number sent to your email address.

Via the Phone

To open a case using a phone, call one of the phone numbers mentioned in Contacts 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

MSP360 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.

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 Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by 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 handling of the support case, professionalism, 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 and assistance with upgrading to a supported version is available for customers using old or discontinued 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 <https://www.msp360.com/productlifecycle.aspx>

Support of Releases

- New Releases – All new products issued for General Availability (GA).
- Current Releases – To maximize the quality of our service, MSP360 limits technical support to the products listed on the release matrix.
- Releases designated as End of Fixes – 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 Support or Withdrawn from the Market - No support is available.
 - For unsupported releases, new product enhancements and fixes will not be available. MSP360 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, and most urgent 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

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 ask you to open support case with third party vendor support organization.

Contacts

Web Support Page

<https://www.msp360.com/support>

Phone Numbers

Region	Phone number
United States	+1 415 301 7773
Canada	+1 415 301 7773
UK	+44 203 034 16 69
Brazil	+55 114 380 1918