



SERVICES GUIDE

Trustwave Product Support

July 2021

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The most current version of this document may be obtained by contacting:

Trustwave Technical Support:

Phone: +1.800.363.1621

Email: support@trustwave.com

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1 Introduction

Trustwave offers extensive maintenance and support packages to all our customers. Trustwave will help you select the most cost-effective support package for your environment. Trustwave provides support via telephone, email, and customer support portal. Our secure customer support portal allows customers to submit support requests, questions, concerns, or any other issues to Trustwave Product Support in a protected manner. All support issues are tracked via an internal “ticket.” Every ticket is categorized by the type of issue, triaged according to the priority of the issue, and then assigned to the proper level of support personnel. If a particular issue requires additional attention, our escalation procedures ensure every issue is addressed by an appropriately skilled engineer in a timely manner.

We at Trustwave realize that efficient and responsive support for our security systems is critical to our customers' ongoing business operations. Our support commitment is based on sharing information, responding quickly to changing needs, and working through problems and solutions together with our customers. Trustwave's comprehensive support programs are aimed at preventing problems from occurring and helping you to recover swiftly if they do.

In applicable cases, it is exclusively the Partner who contacts Trustwave. However, Trustwave is aware that for some customers, support contact will be performed directly (see also Section 2.2, Partner Responsibilities).

2 Scope of Support

2.1 Definitions

Term	Definition
Partners	Includes Trustwave's authorized Distributors and Resellers.
Customer	Refers to the company, organization, government department or other group entity that is the end user of the product – and is under a paid Support Plan.
Software and Appliance	Refers to the hardware device and/ or installed software provided to the Customer. This document applies to all non-managed appliances and software presently marketed and supported by Trustwave.
Third Party	Refers to software or hardware suppliers with which Trustwave has a contractual relationship and whose technology is integrated with a Trustwave product or as a hardware supplier (OEM relationship).
Standard Support	Refers to the basic support offering.
Premium Support	Refers to the comprehensive support package which includes enhanced services.
Call, Case, Ticket	Refers to a reported problem, to be logged and subject to the case handling process.

2.2 Partner Responsibilities

Partner responsibilities vary by partner and region.

2.2.1 Partner Obligations

In some instances, Trustwave Partners provide Tier 1 customer support. This obligation means that Partners are the primary customer interface and are obligated to open a support case and collect all relevant case information.

Partners are provided with the technical knowledge and analysis services to assist them in solving current Customer problems, as well as proactively anticipating and preventing technical problems.

2.3 Support Exclusions

Trustwave has no obligation to support any of the following as part of the support contract:

- Appliances (hardware and software) modified or altered without Trustwave's prior written approval.
- Modification of software code, specific configuration information, audit, security, and topology design.

- Products that are not on a currently supported release (after EOL or EOS).
 - For details of supported versions, refer to the Trustwave Knowledge Base.
 - Product Support will attempt to assist in resolving issues with unsupported versions, time permitting. However, cases relating to supported versions have priority.
- Software products: Operating system support.
- Software products: Third party application support for software that was not licensed from Trustwave.
- Appliances or software not purchased through Trustwave accepted channels.
- Support cases for which no support contract is in effect, including expired Support contracts and/or subscriptions.
- Replacement of Hardware for which no support contract is in effect, including expired Support contracts and/or subscriptions.
- Damage caused to the Product(s) – or any part thereof – by accident, the elements, failure in electrical power, computer viruses, acts of God, the use of unauthorized parts (or software) or negligence of Customer or any of its employees or representatives. Work performed by Trustwave on the Product(s) for any such cause shall be billed to the Customer separately from this policy at Trustwave’s prevailing rate for parts, labor, and travel expenses.
- Product training.
- Step-by-step installation instructions or upgrade services.
 - Customers are responsible to perform product installation and upgrades. Customers may contact Product Support with specific installation or upgrade questions or issues. Product Support is not expected to assist with an entire installation or upgrade.
- Onsite services.

Issues related to the need for training, implementation assistance or upgrade services will be referred to our professional services or sales team who will work with the partner or customer to arrange the services needed.

2.3.1 Software Fixes

Where an issue is identified with any product version that is not the latest supported release, Product Support will determine whether the issue affects the latest supported release. If the issue is fixed in the latest release, Product Support may instruct the customer to upgrade as a full resolution of the issue.

Where an issue is identified that affects supported product releases and requires Engineering effort, Trustwave normally provides a fix for the latest supported release only. Time permitting, Trustwave may also provide fixes for other supported versions.

3 Support Services

Trustwave's technical support is defined to provide the Partner and Customer with the solutions and knowledge to ensure that the Customer derives maximum satisfaction and benefits from Trustwave's Security products. This section explains the communications and problem-solving methods that need to be employed to achieve this goal.

The Customer is entitled to technical support during the license subscription period. Trustwave does not take a "one size fits all" approach to support. Instead, Trustwave has developed a variety of services that respond to the diverse requirements of Partners and Customers. Trustwave's technical support is a 3-tier based system which starts with the Call Center team (Tier 1), includes a Tier 2 technical support team, as well as Senior Engineers (Tier 3). Trustwave's tiered support plans provide maximum flexibility based on Partners' and Customers' specific business needs. Trustwave combines state-of-the-art technology with a highly skilled team to deliver world-class support via an international infrastructure. Support Centers are strategically located in all three Global regions (Americas, EMEA, and APJ).

Support services are delivered using a variety of media, including the web, email, and telephone. The Trustwave Call Center provides services using trained engineers that enable Partners and Customers to find the information they need to resolve problems immediately – with 24x7x365 options available. In addition, a centralized one-stop knowledge portal of technical support solutions is available for Partner and Customer use. The Trustwave Knowledge Base includes detailed descriptions of known and proven solutions to technical, installation and configuration issues, along with "how to" solutions.

3.1 Online Service Support

For assistance 24 hours a day, Trustwave online support resources are available on the website. These resources include:

- [Knowledgebase](#)
- Customer Forums (Specific products)
- Product downloads, software, and documentation via the [Support pages](#) or Customer Support Portal (for details of the Portal, see Section 4.1)
- [Trustwave License portal](#)

4 Contacting Product Support

There are three methods available for contacting Product Support.

1. Customer Support Portal
2. Email
3. Phone

4.1 Customer Support Portal

Your **primary** method for submitting support requests to Product Support is through the Customer Support Portal. The Customer Support Portal is your interface to creating and viewing Product Support requests and to the Product Support knowledge bases.

By utilizing the Customer Support Portal, you are:

- **Authenticating** yourself as an authorized user so your request does not have to be authenticated manually by Product Support.
- **Encrypting** the request securely via SSL encryption.
- **Documenting** the request in writing so that Product Support has a clear understanding of the request.

After a request is submitted through the Customer Support Portal, a Technical Support Engineer reviews the request to determine if it can be resolved immediately, if it needs further investigation, or escalation. A support request number will be provided to you through the Support Portal for your reference. If our Technical Support Engineers require further information, they will contact you directly through the portal, via phone, or email.

4.1.1 Customer Support Portal Instances

The Customer Support Portal is available on three regional instances:

- AMS (Americas): <https://fusion.trustwave.com>
- EMEA (Europe, Middle East, and Africa): <https://fusion.emea.trustwave.com>
- APJ (Asia-Pacific and Japan): <https://fusion.apj.trustwave.com>

4.2 Email

Your secondary method of submitting requests is to send them to Product Support via email.



Caution: This method is not encrypted; support requests containing sensitive data should not be submitted through email.

When submitting a support request via email please include the following information to aid in proper tracking and to ensure expedited resolution to your request:

- Support Case number if already submitted via the customer support portal
- Company name

- Partner name (If applicable)
- Product and version
- Detailed description of your request

Please reference the [Product Support Contact Matrix](#) located on the Trustwave website.

4.3 Phone

Call Product Support to submit a support request at the highest priority level. This method should be reserved for times when you are experiencing a power outage, a potential security issue, or have a time sensitive issue that needs immediate resolution.

Trustwave works hard to prioritize the most pressing customer issues to handle all support requests quickly and provide the most efficient service. That is why it is important that general support questions and support requests are submitted through the primary (Support Portal) and secondary (e-mail) methods listed above so your request can be prioritized appropriately.

Please reference the [Product Support Contact Matrix](#) located on the Trustwave website.

4.4 Service Hours and Service Methods

4.4.1 Hours of Operation

Trustwave is a worldwide company with 24x7x365 operations. Nonetheless, normal business hours for technical support vary by region. The following schedule is currently in effect:

- Americas – 7AM to 7PM CST (GMT -6/-7) – Monday – Friday
(The entire North and South American Continents)
- Asia Pacific (APAC) – 8AM to 5PM NZST (GMT +12/+13) – Monday – Friday
(Australia, New Zealand, Southern Pacific, East Asia)
- Europe, Middle East, Africa (EMEA) – 9AM to 5PM CET (GMT+1/+2) – Monday – Friday
[Europe (East & West), Middle East (West Asia), African Continent]



Note: Daylight Savings times are observed for each office location/time zone as noted. Daylight Savings dates for your time zone may differ from the dates for the office locations.

4.5 Trustwave Support Options

The tables below outline the support levels provided by Trustwave's Product Support. Trustwave response levels have been designed to allow Product Support to deliver a consistent support experience to all our customers in terms of priority levels and response time expectations.

Trustwave Support	Standard	Premium
Software Updates/Maintenance	Yes	Yes
Advanced Appliance Replacement (if applicable)	Yes	Yes
Access to Trustwave Self-Service Support portal	Yes	Yes
Access to Knowledge Base	Yes	Yes
Support Hours	Business Hours Local Time	24x7x365 for critical issues
Higher priority response to support incidents		Yes
Technical Case Manager Optional Add-on Fee-based Service <i>See description below</i>	Yes	Yes

4.5.1 Problem Closure

The initial status for a Case is **New**. Although other statuses will likely be set as the case progresses, the case will remain open until the Status is set to **Closed**. If the case status is set to **Resolved**, it will be automatically closed if there is no customer response after 5 days. Email notification will be sent to the customer contact if the case is automatically closed.

Trustwave will notify the Customer or Partner upon the closure of a Case and promptly prepare a detailed description of the closure and resolution (if applicable) in the portal unless the case is automatically closed due to non-response. Cases can be reopened at any time via the Trustwave Customer Portal.

4.6 Support Services

The Standard Product Maintenance and Support service option offers access to in-depth technical expertise, updates to products and product enhancements. This option provides swift, cost effective support to product and security issues. Standard technical support for all product lines is available during normal business hours Monday through Friday, excluding Trustwave's recognized holidays (Please reference section 0 for regional business hours.)

4.6.1 Standard Support Features

- Access to product and technical experts via telephone and portal based technical support analysts.
- Product updates and enhancements.
- Security updates.
- Access to Trustwave Customer Portal.
- Online incident submission and tracking via Customer Support Portal.

4.6.2 Standard Support Service Level Goals

Priority	Initial Response	Client Update Frequency until fix plan provided	Formal Resolution Method
1	1 hour*	As Needed	Patch or Hot Fix
2	2 hours*	As Needed	Patch or Hot Fix
3	4 hours*	3 Business Days	Candidate for Next Release
4	1 Business Day*	Weekly	Candidate for Next Release

* Normal Business Hours per region

4.7 Premium Support Services

The Premium Support service offers the most proactive and comprehensive service available. This level of service is perfect for organizations seeking a security partnership with Trustwave. Please note that this level of service is only available for certain product lines and only covers Priority 1 issues (Please reference section 4.8 for Priority Definitions). Please contact your Trustwave Sales Representative for available product lines.

4.7.1 Premium Support Service Level Goals

This service level provides all the benefits of Standard Support plus:

- Highest priority response to support incidents.
- 24x7x365 support for level 1 priority issues. After hours issues must be submitted by phone.

Priority	Initial Response	Client Update Frequency until fix plan provided	Formal Resolution Method
1	30 minutes After hours: 1 hour*	As Needed	Patch or Hot Fix
2	1 hours*	As Needed	Patch or Hot Fix
3	2 hours*	2 Business Days	Candidate for Next Release
4	4 hours*	3 Business Days	Candidate for Next Release

* Normal Business Hours per region

4.8 Priority Definitions

Product Support uses this scale to prioritize all cases submitted.

Priority 1: Critical Business Impact: Product issue causing complete loss of service. Priority 1 issues are reserved for issues customers are facing while in production. A testing or laboratory failure does not share the same priority level.

Priority 2: High Business Impact: Represents one of the following: A product issue causing significant impact to the customer's mission; important sub-component of product not functioning, or intermittently functioning; serious degradation in performance of system. Priority 2 applies to customers in production or issues delaying the deployment of the system to production.

Priority 3: Medium Business Impact: Represented by: One or more secondary functions of system not functioning; Minor performance degradation; Functionality loss not critical to business; Important question from client needing resolution.

Priority 4: Low Business Impact: Represents Issues or questions not critical to the overall mission of the client.

4.9 Case Resolution and Escalation

4.9.1 Case Resolution

Trustwave technical support makes every effort to resolve all issues as quickly as possible. While we would like to be able to commit to resolving issues in a specific time frame, the nature and complexity of technical issues makes it impossible to do so. Technical issues are managed by the engineer assigned to the case. They maintain responsibility for the progress of the issue inside Trustwave and are empowered to engage all resources necessary including support management, development, quality engineering, and sales to come to a satisfactory resolution. Additionally, all escalations are closely monitored by the support management team to ensure that they progress appropriately.

Trustwave will identify workarounds for Priority 1 and 2 issues where applicable and supportable. When a workaround has been identified, Trustwave will provide the appropriate level of Quality Assurance (QA), and upon completion of QA, will roll out the patch within 48 hours.

4.9.2 Case Escalation

Trustwave is here to aid in the swift resolution of any issue. Please employ the following path to escalate based upon the priority of the specific issue.

First Option

- Have your ticket number ready and dial +1 866-659-9097, option 3, followed by the option for your specific product line, announced in the menu.
- International customers can find local phone numbers at www.trustwave.com/Company/Support.
- Request to speak to a Tier 2 Engineer.

Second Option

- Have your ticket number ready and dial +1 866-659-9097, option 3, followed by the option for your specific product line, announced in the menu.
- International customers can find local phone numbers at www.trustwave.com/Company/Support.
- Note the ticket number for your issue and request to speak to:
 - Your Technical Case Manager (TCM) if you have one assigned
 - Product Support Manager
- Please note that Managers are available 24 hours M-F and are available on-call on the weekends.

Third Option

If the above methods were employed and further escalation is needed, please contact Trustwave Management directly:

Kelly Bonnet
Senior Director, Threat Prevention – TDR and Product Support
Office Phone: +1 720.889.7317
Mobile Phone: +1 720.280.4925
Email: kbonnet@trustwave.com



Note: Escalating Support issues during non-business hours and holidays is limited to Premium Support customers for Priority 1 issues only.

5 Technical Case Manager

With a Trustwave Technical Case Manager (TCM), you receive comprehensive, expert support from a dedicated, technical engineer who is focused on prompt, streamlined issue resolution for your implementation. This senior representative is familiar with your information security solutions and services and provides the personalized assistance and expertise that your business needs when you need it. The Trustwave TCM helps to bring faster issue resolution to help improve your security posture and meet regulatory requirements. The Technical Case Manager is a global, optional fee service that supplements your Trustwave Standard Support and Premium Support by providing you with dedicated support when you need it.

The Technical Case Manager provides the following services:

- A direct escalation point
- Ensures all cases and requests are being responded to in a timely manner
- Follow-up with Engineering and Product Management for cases that have been escalated
- Ensures case fields are properly defined
- Re-assigns cases to other Product Support personnel, as necessary
- Quarterly trend analysis of support activities
- Coordinates internal resources
- Daily monitoring of overall case activity for assigned accounts
- Weekly updates via MS Excel reporting
- Identifies and reports obstacles to getting cases resolved
- Scheduled calls with customers

6 Return Material Authorization (RMA)

If your Trustwave appliance fails, you should contact the Trustwave Product Support for assistance in troubleshooting the problem.

6.1 RMA Eligibility

To be eligible for an appliance RMA, the Trustwave appliance must be in good operating condition and at revision levels supported by Trustwave. The Customer must also have a current maintenance or warranty agreement with Trustwave to be eligible for appliance RMAs.

The process for troubleshooting an appliance is as follows:

- Trustwave Product Support diagnoses the problem and attempts to resolve the issue over the phone or via the ticketing system.
- If appropriate, Trustwave Product Support instructs the user to restore the appliance hard drive image to its factory default settings by using the recovery CD included with the original appliance shipment or with appropriate information supplied by Trustwave Product Support.
- If, after troubleshooting, the Trustwave Product Support representative determines that the appliance hardware is defective and must be replaced, Trustwave will initiate an advanced exchange of the defective hardware with replacement hardware for eligible customers.

6.2 Replacement Procedure

- Before Trustwave can proceed with shipment of replacement hardware, the customer must provide the following information: 1) appliance serial number, 2) customer name and ship-to address, 3) contact person's name, and 4) contact's phone number and email address.
- Upon receipt of that information Trustwave issues a Return Material Authorization (RMA) number to the customer contact, along with instructions for returning the defective hardware. Trustwave will also issue a pre-paid shipping label(s) for use in returning the Trustwave hardware.
- The RMA number is required for the return of the Trustwave hardware. Please make sure the RMA number is clearly visible on the shipping box. Please make sure to return any of the following that were provided to you with the device: power cords, LAN cables, mounting brackets, face plates and documentation.
- Trustwave will ship a replacement device within one business day of Trustwave's determination of the device failure, provided that:
 - The required equipment is available in stock. (Trustwave makes a good faith effort to keep supported equipment in stock.)
 - The shipping provider is open to accept deliveries. Trustwave cannot be held responsible for shipping delays due to business hours of shipping providers (such as Sundays or holidays).
 - Trustwave cannot be held responsible for delays due to customs clearance when shipping devices outside the United States.

6.3 General Information

Trustwave is not responsible for problems due to non-Trustwave products or services, misuse, accident, damage or modification, or failure to maintain proper physical or operating environment. If Trustwave reasonably believes that a problem reported by the customer is excluded for the above reasons, Trustwave will so notify the customer, and Trustwave shall not proceed further, unless so instructed in writing by the customer. If, upon resolution of the problem, it is determined that the problem is not due to the Trustwave product or other conditions attributable to Trustwave, the customer will be invoiced for time and materials at Trustwave's then standard rates for the time spent in the resolution process.

About Trustwave

Trustwave helps businesses fight cybercrime, protect data, and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers, and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave Fusion® cloud platform, through which Trustwave delivers automated, efficient, and cost-effective threat, vulnerability, and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.