

STORAGECRAFT®

SUPPORT

StorageCraft®

Technical Support Guide

StorageCraft Technical Support Services

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StorageCraft Technical Support Guide

StorageCraft prides itself on delivering world-class technical support with highly skilled support professionals. To optimize the support experience with StorageCraft products, it is important to understand how to best collaborate with technical support to get the fastest resolution to support issues. If a capitalized term is not defined in the body of this document, the term will have the same meaning as set forth in the most recent version of the StorageCraft End-User License Agreement for StorageCraft Products (the “EULA”), which definitions are expressly incorporated herein.

Technical Support Resources

Technical Support & Online Community & Knowledge Base

StorageCraft offers numerous technical support resources to eligible partners and End Users with active Maintenance, including access to online StorageCraft technical support specialists and extensive online resources. Many support issues, including issues with activations, licensing, IT Edition replacement, software downloads, regular training issues, hardware or other non-technical issues, can be resolved by utilizing StorageCraft’s online resources before opening a support request. The StorageCraft Community and Knowledge Base is located at <http://www.storagecraft.com/support> where there are product User Guides, quick video tutorials, frequently asked questions (FAQs), white papers, articles, and the moderated user forum where questions may be posted to the highly-qualified community users and support staff.

If the technical support issue remains unresolved after taking advantage of the online support resources, please take the following steps.

Accessing Technical Support

To facilitate faster handling of support issues, open an online support case and include diagnostics from the relevant system(s). This method gets all pertinent information about support issues into the support case, and allows a support specialist to better understand the issue and be more prepared with the right skills and guidance to respond to the issue. This process saves time and can produce significantly quicker issue resolution.

Opening a Support Case Online

To open an online support case: Go to www.storagecraft.com/support, then select **Request Help**.

Please be prepared to provide the following information when opening a support case:

- Contact Name, Company, E-mail, Phone
- Category (type of issue)
- Product
- Product Component
- What versions of software were running when the support issue occurred (including operating system, StorageCraft product and version, serial number, any other related products like Exablox)?
- Incident Pack Number (for support after normal business hours)
- Product Key (serial number)
- Problem (as detailed as possible), including

- Whether the issue has occurred before?
- What steps led to the issue?
- Can it be recreated and, if so, how?
- Have there been changes to the environment that may have affected the issue, either hardware or software?
- Are there any error messages or other diagnostic information and, if so, what are they?
- System diagnostics

Incident Support

StorageCraft Incident Support is the option to purchase technical support for a single support issue, either one incident at a time or in multi-incident packs. Incident Support is available if technical support assistance is needed, but:

- Maintenance has lapsed.
- Support for any reason is required after normal business hours, including production recoveries.
- Need technical support for ShadowProtect IT Edition after normal business hours.

Note: Incident Support packs are redeemed once support has been contacted and are not refundable even if the support issue is not resolved due to third-party software or other unresolvable circumstances. Incident Support packs are limited to five logged hours of support assistance.

StorageCraft Case Handling

Case Management

Once a support request is submitted:

1. An auto-generated e-mail is sent to the requestor acknowledging that a support case has been received and includes the technical support case number.
2. Support cases are prioritized based upon support tier (see Addendum 2 – StorageCraft Support Tiers) and severity; a technician may not be immediately available to take a recently-created case but will reach out once all other cases preceding it in the queue have been addressed.
3. As part of the investigation process, the support specialist may call, email or request access to information on the affected system(s) relative to the issue, in order to gather additional information. If the issue is configuration-related, the support specialist may need to have the issue recreated to gather that required information. The support specialist may also recommend setting up a remote session to review your issue online.
4. It may be necessary to involve more than one support specialist or team in resolving a particular support issue.
5. For liability reasons as well as the complexity of system and networking environment, StorageCraft technical support will not troubleshoot environmental issues or make recommendations (other than known best practices) for resolving issues that affect the operation of StorageCraft products.

Escalation Procedures

StorageCraft believes in offering technical support that is the best in the industry. If at any point the requestor believes that the assigned support specialist is not addressing the issue in a proper manner, they may request that the case be escalated by contacting StorageCraft Technical Support via e-mail or by calling the support telephone number.

Case Resolution

In general, StorageCraft will not close a case until confirmation has been received that the recommended solution has resolved the issue. StorageCraft reserves the right, however, to close cases without confirmation that the issue has been resolved under the following circumstances:

1. If no response is received by the support technician after repeated contact attempts.
2. StorageCraft determines that the issue is not caused by the StorageCraft software and/or hardware.
3. A reported software or hardware issue is, or will be, resolved by downloading and applying a current or future software patch or upgrade.
4. StorageCraft determines that the StorageCraft product is working as designed and in accordance with its documentation.

If assistance is required on the same issue and system after the case has been closed, the case may be reopened within 30 days by either calling or replying to the case e-mails requesting that it be reopened. If the case has been closed for more than 30 days, or the issue is affecting other systems, support may require that a new support request be created.

Non-Supported Issues

Technical support is unable to address all environmental issues that might be affecting the operation of the StorageCraft software and/or hardware or causing undesired environmental impacts. The following services are beyond the technical support scope:

- Analyzing performance
- Troubleshooting or customizing scripts
- Answering extensive configuration questions
- Addressing operating system or 3rd party software issues that are impacting StorageCraft products, including, but not limited to, providing hardware drivers
- For liability reasons as well as the complexity of system and networking environment, StorageCraft technical support will not troubleshoot environmental issues or make recommendations (other than known best practices) for resolving issues that affect the operation of StorageCraft products.

End of Life and End of Support

End of Life (EOL) marks the day that we discontinue sales and distribution of a particular StorageCraft® software product, version, or versions. Eventually, we stop providing support (called End of Support or EOS) for these products, as well.

Please refer to <https://www.storagecraft.com/end-life-and-end-support> for details.

Addendum 1 – StorageCraft Holidays

StorageCraft observes the holidays listed in the StorageCraft Holidays table (see Addendum 2 – StorageCraft Support Tiers below.) Technical support may be available on observed holidays dependent upon the partner level as set forth in Addendum 2-StorageCraft Support Tiers. The U.S. support team will also provide English only Incident Support on observed holidays.

StorageCraft Holidays

NOTE: Observed Holidays may vary if the holiday falls on a weekend.				
Americas Draper, UT Madison, WI Sunnyvale, CA	EMEA Cork, Ireland	AU/NZ Sydney, Australia	Southeast Asia Kuala Lumpur, Malaysia	Japan Tokyo, Japan
New Year's Day	New Year's Day	New Year's Day	Hari Raya Aidilfitri	New Year's Day
President's Day	St. Patrick's Day	Australia Day	Hari Raya Aidilfitri +1	Coming of Age Day
Memorial Day	Easter Monday	Good Friday	National Day	National Foundation Day
Independence Day	May Bank Holiday	Easter Monday	Hari Raya Haji	Spring Equinox
Labor Day	June Bank Holiday	ANZAC Day	Malaysia Day	Shōwa Day
Thanksgiving Day +1	August Bank Holiday	Queen's Birthday	Awal Muharram	Constitution Memorial Day
Christmas Eve	October Bank Holiday	Christmas Day	Deepavali	Greenery Day
Christmas Day	Christmas Day	Boxing Day	Sultan of Selangor's Birthday	Children's Day
	St. Stephen's Day	St. Stephen's Day	Prophet Muhammad's Birthday	Sea Day
			Christmas	Mountain Day
				Respect for the Aged Day
				Autumn Equinox
				Sports Day
				Culture Day
				Labor Thanksgiving Day
				Emperor's Birthday

<p>Holiday Company Closure – Christmas through New Year's Day. Exact dates may vary.</p>

Addendum 2 – StorageCraft Support Tiers

STORAGECRAFT TECHNICAL SUPPORT TIERS					
SOFTWARE				EXABLOX ONESYSTEM HARDWARE	
STANDARD SUPPORT ¹	SILVER TIER* SUPPORT	GOLD TIER* SUPPORT	PLATINUM TIER & PREMIUM ² SUPPORT	STANDARD SUPPORT ^{3,4}	PREMIUM SUPPORT
8 a.m. – 5 p.m. Monday - Friday Excluding Holidays (* Expanded offerings pending.)			7 x 24 Including Weekends and Holidays	<ul style="list-style-type: none"> • Requests submitted 7 a.m.– 6 p.m. Pacific Time Monday – Friday will be responded to within 4 hours. • Requests submitted 6 p.m. – 7 a.m. Pacific Time Monday – Friday will be responded to next business day. 	<ul style="list-style-type: none"> • Support requests submitted 7 a.m. – 6 p.m. Pacific Time Monday - Friday will be responded to within 4 hours. • Support requests submitted outside of business hours will be responded to within 6 hours.

Medallion level	SLA for Initial Contact
Platinum	1 hour response to cases web cases and a direct line to the Platinum phone line. No web case required prior to calling.
Gold	4 hour initial response to cases opened on the web.
Silver	1 business day response to cases opened on the web.
Authorized	2 business day response
Non-partner	Cases are responded to in the order in which they are submitted via the online support request located at https://www.storagecraft.com/support/support-request . Because response times vary due to the volume of support requests, faster answers may be found by accessing the StorageCraft Community and Knowledge Base found at http://www.storagecraft.com/support where there are product User Guides, quick video tutorials, frequently asked questions (FAQs), white papers, articles, and the moderated user forum where questions may be posted to the highly-qualified community users and support staff.
Incident Support⁵	1 hour response with a valid Incident Pack serial number to cases opened on the web.

¹ Standard Support for includes access to the StorageCraft Knowledge Base (KB), the Support-moderated user community, and on-line educational resources, and online support for support issues that, in the sole discretion of StorageCraft Technical Support, are determined to be caused by bugs in the StorageCraft software and/or hardware.

² Premium Support may be purchased for an additional fee for perpetual licenses only and provides 7x24 Platinum support.

³ Exablox OneSystem Standard Support.

⁴ Exablox OneSystem Premium support provides 7x24 Support.

⁵ Incident Packs may be purchased for after-hours access for a single support issue, or where the license maintenance has expired and cannot be renewed.