



AlienVault® Unified Security Management®

Complete. Simple. Affordable.

USM Anywhere™ Support Reference Guide 2017

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1. INTRODUCTION

The purpose of this guide is to provide an overview of the services and operating procedures for AlienVault (“AV”, “the company”, or “AlienVault”) Lightspeed Technical Support and AlienVault Customer Service.

As an AlienVault customer, you will have access to our highly trained technical support staff as well as the right to use our support portal with tools, knowledgebase, case activity tracking, and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.



**Note – This guide is for reference only – please consult your AlienVault Master License Agreement for specific terms and conditions.*

2. SUPPORT OFFERINGS

AlienVault offers Technical Support and Customer Service described herein, to ensure you have the help you need when you need it.

LIGHTSPEED SUPPORT & CUSTOMER SERVICE SUMMARY

Support Features	Lightspeed Support
Customer Service Contact Method	Web Portal/Email/Phone
Technical Support Contact Method	Web Portal/Email/Phone
Service Level Objective (SLO) response times	See Section 7
Online Ticket Submission/Tracking	Yes
Access to Knowledgebase	Yes
Customer Service – Coverage Hours/Day	See Section 3
Technical Support – Coverage Hours/Day	See Section 3
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Unlimited

3. PRIMARY COVERAGE HOURS

USM Anywhere Edition	Hours of Operation
Essentials	7am to 5pm Local Time
Standard	24 x 5 Local Time
Enterprise	24 x 7

Web and Email: Web Portal access and the ability to send emails or leave voicemail are available 24x7. Response to those requests will be dependent on the Support Services Plan Customer has purchased.

4. HOW TO CONTACT TECHNICAL SUPPORT OR CUSTOMER SERVICE

The following methods are available for contacting Technical Support

- Web - Submit a ticket through AlienVault Self-Service: <https://support.alienvault.com>
- Email - Send an email thoroughly describing the issue to: support@alienvault.com
- US Telephone: (888) 613-6023 or (650) 713-3333
- EMEA Telephone: +34 672 308 632

Note: When a problem is submitted via email, you will receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking. To ensure proper tracking of please ensure your ticket number is included in the subject line of any email sent to the company. This email is not considered "first response".

Note: For the most expeditious response, AlienVault suggests users contact Technical Support via the Support Portal (support.alienvault.com) A Technical Support Engineer will respond quickly and within the designated SLO time constraints. Should users call, it's also possible to leave a voicemail message if all Technical Support representatives are busy or if the call originated outside of the Technical Support hours of operation.

INFORMATION REQUIRED

To assist us in resolving your issue as quickly as possible, when reporting a problem please provide the following information:

Customer Information:

- Company
- Contact name
- Phone number

- Email address

Resolution Assistance Details:

- Product
- Deployment platform
- Customization or special configuration information
- Details on how to reproduce and verify the error
- Information on the severity/impact of the problem
- The Urgency of a resolution: Emergency, Important, Normal, Deferrable

5. PROBLEM RESOLUTION PROCEDURES

When a problem is reported, AlienVault may:

- Access USM Anywhere web portal - In order to verify and troubleshoot issues AlienVault may need to access the USM Anywhere web portal and review the current status of the system.
- Request enable remote support - AlienVault may request an establishment of a remote support session from the USM Anywhere sensor in order to facilitate troubleshooting and the collection of logs necessary to diagnose and resolve an encountered issue.
- Request a Remote Meeting - AlienVault may request a remote meeting using Go to Meeting, WebEx or equivalent. This is very common and extremely effective in resolving issues quickly and efficiently.
- Request CMDB Access – If the customer has a configuration database (CMDB) and there are configuration changes affecting the software and/or hardware, AlienVault Technical Support may request access the CMDB in order to diagnose the issue.
- Request VPN access – In some instances, VPN (Virtual Private Network) may be requested because it will facilitate the efficiency of resolving the issue.
- Analyze the problem and determine case priority with the customer.
- Work with internal resources to identify and fix the problem.
- Keep up-to-date status information and provide updates to the customer.
- Provide problem resolution to the customer in form of additional product information, a patch or a workaround.
- Follow-up with the customer.
- Provide all relevant commercially available updates, fixes, patches, enhancements, minor upgrades and maintenance releases. (i.e. Rev # x.y.z where y = minor release and z = maintenance release).
- Provide training and consulting at current rates as requested by the customer.
- Schedule conference calls with the customer to discuss any possible problems, solutions and additional features.

ABOUT ONSITE SUPPORT

Onsite support may be suggested in instances where issues cannot be resolved over the phone or via email. Onsite support is contingent upon mutual agreement between AlienVault and the customer

based on the severity of the issue. Unless otherwise agreed upon, customer will reimburse AlienVault for travel related expenses.

6. SEVERITY AND URGENCY LEVELS

Severity and *Urgency* levels are defined below as:

SEVERITY LEVEL

Severity Level, which is determined by AlienVault a combination of *Impact* and *Urgency*, identifies the sequence in which support cases are to be worked. A higher Severity entails escalation and notification to higher levels within the company. AlienVault *Severity Levels* are:

- *Severity 1 (S1)* – This level implies immediate and sustained effort using any and/or all-available resources as required until the issue is resolved with real-time/daily customer interaction and follow-up.
- *Severity 2 (S2)* – The situation is considered highly volatile, requiring regular follow-up communications every 72 hours with a resolution provided in the next software release to the extent that this is commercially feasible.
- *Severity 3 (S3)* – This priority level dictates that the issue be addressed as soon as possible, but after P1/P2 issues. The frequency of follow-up communications should be made on at least a weekly basis.
- *Severity 4 (S4)* – Indicates that the issue needs to be addressed, but may be worked on an “as available” basis as long as response falls within defined SLOs. Follow-up frequency is to be determined with customer.

URGENCY LEVEL

Urgency Level indicates the seriousness of the reported issue. The customer typically sets *Urgency*, but if unspecified, the system will set one automatically. AlienVault *Urgency* levels are:

- *Emergency* – For an *Emergency* issue, customer requires immediate attention from support...highest level of response requested.
- *Important* – An *Important* Urgency level indicates that the customer requires expedited resolution, but can bear minimal delays.
- *Normal* – For a *Normal* Urgency level, customer needs to have the issue addressed quickly, but can get by for now.

- Deferrable – Issue may be resolved later, a delay in resolution is considered acceptable.

7. SUPPORT STANDARDS AND SERVICE LEVEL

Response and Resolution Standards:

Technical Support will address reported issues based on the *Impact and Urgency*, and the resulting *Severity* as indicated below:

Severity Level	Definition	Initial Response Time (for each Edition)	Commitment
Severity 1	Service is up and running but multiple customers are experiencing significant issues that impact their ability to use the service.	Essentials: 4 hours Standard: 2 Hours Enterprise: 1 Hour	The issue will be worked on until fixed or a reasonable workaround is applied.
Severity 2	The issues cause significant loss of service or is a significant error. The impact is an inconvenience that may require a workaround to restore functionality or is a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system.	Essentials: 8 hours Standard: 4 Hours Enterprise: 2 Hours	AlienVault will work with Customer to prioritize and schedule resolutions into regular release cycles.
Severity 3	The issue causes minor reduction of service or is a minor error. The impact is an inconvenience that may require a workaround to restore functionality or is a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system.	Essentials: 24 hours Standard: 24 Hours Enterprise: 6 Hours	AlienVault will work with Customer to prioritize and schedule resolution into regular release cycles.
Severity 4	Minor defects and errors that do not impede system operation in a normal manner	Essentials: 36 hours Standard: 36 Hours Enterprise: 9 Hours	AlienVault will work with Customer to prioritize and schedule resolutions

			into regular release cycles.
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PRIORITY ESCALATION NOTIFICATIONS

In the event that a Severity Level is about to be escalated or has been escalated, notifications are sent via email to the Director of Technical Support to investigate and action accordingly.

If you wish to query the status of a case please either update the case or log a new case with a reference number via <http://support.AlienVault.com>

8. SCOPE AND DEFINITION OF TECHNICAL SUPPORT

Definition of Technical Support

AlienVault Global Technical Support aims to provide aid and assistance to users of AlienVault USM products. The Team is well qualified to answer questions, diagnose failures, and troubleshoot problems. Although not a training organization, the Support Team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of AlienVault USM Anywhere, which requires knowledgeable Administrators and End Users.

Generally, Technical Support does not install, deploy, or configure the AlienVault USM Anywhere solution, perform upgrades, or provide customizations outside of those delivered by the product as provided.

If the Customer chooses to deviate from standard deployment options and customize their environment, we can't guarantee our product will operate as specified, and system performance, operability, stability, functionality and utility may be degraded and/or jeopardized.

The Support Team concentrates on ensuring the product operates and performs to its published specifications, which by definition, does not include customizations.

Technical Support Engineers (TSE) remotely access deployed AlienVault USM Anywhere systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

WHAT IS PART OF TECHNICAL SUPPORT

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a Defect or Configuration error.
- Escalating and documenting discovered Defects to the Engineering Team and updating Customer about the status of forthcoming patches.
- Pointing Customer to general documentation related to their questions.

- Providing basic instructions to properly configure the product when the Customer is unaware of how to configure AlienVault USM Anywhere to achieve a specific behavior.
- Receiving and understanding the customer's Idea(s) and properly communicating the Idea to the Product Management Team.
- Identifying challenges that the Customer is trying to solve and provide Best Practices to get the most benefit from the product.

WHAT IS NOT PART OF TECHNICAL SUPPORT

- Consulting or designing solutions.
- Modifying configuration tasks over Customer environment.
- Diagnosing Customer's internal network infrastructure communication issues (frequently reported as USM problems without reviewing the communication network infrastructure).
- Developing internal maintenance scripts.
- Creating custom correlation rules.
- Applying false positives filters.
- Integrating new devices in the Customer environment.
- Reviewing and validating Customer network infrastructure changes.
- Deleting unnecessary system information.
- Validating alarms or security incidents.
- Developing additional modules or scripts for the AlienVault USM Anywhere.
- Creating advanced configurations for products which may relay information to the USM Anywhere Sensor (such as NXLog or OSQuery).

We do not support any customization of the USM Anywhere Sensor device, as it is intended to be delivered as a closed box solution. In the event there is any suspicion that a customization may be causing an issue with the product, AlienVault may request the USM Anywhere sensor be redeployed.

PLUGINS (NEW OR UPDATE)

If you would like a new plugin created for USM Anywhere, or need an update to an existing plugin please follow the instructions located at the link below and submit the required information and file:

<https://www.alienvault.com/documentation/usm-anywhere/deployment-guide/plugin-management/request-plugin.htm>

DEFECT AND IDEAS (I.E. FEATURE REQUESTS)

When necessary, the Support Team submits "Defects" and "Ideas" to the Engineering and Product Management Teams. Here is what to expect in these circumstances:

- Defects are resolved as quickly as possible and, in almost all instances, Defect fixes will undergo a full QA cycle. As a rule, an AlienVault USM Anywhere Release is made available every 14 days (subject to change) that's specifically designed to introduce Resolved Defects

into the GA Version of the product. In order to accommodate QA Testing Cycles, the code freeze for a particular Release is typically 14 days prior to the planned release date. In general, a fix for the defect that is considered “major” will be prioritized for an upcoming release.

- Ideas may be filed anytime and we encourage participation in that process. Simply put, this greatly helps the AlienVault Product Advisory Team create, design and produce a better product. In great detail, please explain the reasoning behind the Idea, as this will aid the Product Management Team to better understand the use case and thus design a solid solution. Ideas are reviewed a few times a year and, if developed, will be released in major upgrades only.

9. END USER REQUIREMENTS

AV Technical Support assumes End Users have completed the AlienVault USM Anywhere Training module. In addition to the course, it’s expected that Users have:

- Firm understanding of Network Security.
- Basic TCP/IP networking knowledge and skills including IP addressing, DNS, switching, routing.
- Basic familiarity with IT security concepts and associated skills, including threats, vulnerabilities, risk management and security devices/applications.
- A complete understanding of the environment and platform that their sensors are deployed in.

10. MAINTENANCE AND FIXES

Problems that cannot be resolved directly by Technical Support will be escalated to the Engineering team. All defects are reviewed by the AlienVault Support, Engineering and Product Management organizations as part of a weekly meeting and as part of the regular product development process. The plan will be to either close the defect without a fix or address the issue in a future patch or periodic maintenance release. Customers will be informed regarding the plan of action for reported defect.

11. END-OF-LIFE POLICY AND LEGACY SUPPORT

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. But sometimes source parts disappear from the market and are no longer available which may affect AlienVault products. This is part of any technology product’s lifecycle. It is our goal to provide as much visibility into this process as possible. AlienVault will provide prior notice before the “end of life” (EOL) of any software or hardware product.

AlienVault’s current End of Life policies are posted on its website.

12. ENSURING CUSTOMER SATISFACTION

At AlienVault, Inc., we welcome your feedback, value your comments and encourage you to contact us with any concerns or suggestions. In addition, as part of our commitment to providing you with the best support possible, AlienVault conducts customer surveys. From time to time after a case has been closed, or on occasion during an on-site visit, you may be requested to provide information regarding your satisfaction with the quality of our products and service you received. Please take the few minutes necessary to answer the questions. Your feedback will help us maintain the highest level of service.

13. KEY CONTACT INFORMATION

WEB RESOURCES

Technical Support Landing Page: <http://www.alienvault.com/support/>

Customer Support Portal: <https://support.alienvault.com>
(To Submit/Manage Tickets & Search Knowledgebase)

Access Downloads and Documentation: <https://www.alienvault.com/documentation>

TECHNICAL SUPPORT GROUP

Technical Support Group

<https://support.alienvault.com>

(888) 613-6023 or (650) 713-3333

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14. HOLIDAY SCHEDULE

GLOBAL HOLIDAY SCHEDULE FOR 2017:

Weekday	Date	Holiday Name
Monday	25-Dec	Christmas Observed
Tuesday	26-Dec	Day After Christmas