



Forcepoint Technical Support User's Guide



Standard Operating Procedure

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Welcome

It is our pleasure to welcome you to Forcepoint and the Forcepoint Technical Support organization. Forcepoint solutions are backed by a highly skilled support team with knowledge and experience across Forcepoint's Human Point System product portfolio. With our support offerings, you can strengthen your security posture and embrace new solutions with confidence, knowing that you have the option to upgrade at any time if your organization's needs change.

This User Guide was created to help you become familiar with our support offerings, programs, services, and procedures. For more information, please visit our [Support Offerings](#) website.

Technical Support Overview

Forcepoint Technical Support combines people, process, and technology in support of our Subscribers' use of Forcepoint Products. Subscribers are enrolled in one of three Forcepoint Technical Support programs: (1) Essential Support; (2) Enhanced Support; and (3) Enterprise Support. All Support offerings are additional charge support options and are only provided after Subscriber has paid the associated fees for participation in one of these three support options.

Essential Support

Through the combination of available resources, Subscriber can submit new cases and manage case status, access the available security features and download software, upgrades, updates and patches, as well as review technical documentation. With Essential Support, Subscribers receive access to:

- 24x7x365 online support located at: [Support](#)
- the Knowledgebase and Documentation
- the Customer Forum
- Tech Alerts Subscription
- download software updates and patches
- submit and track support cases
- Severity One, Severity Two, Severity Three, and Severity Four issues will be worked during Forcepoint's regular business hours only

The Forcepoint support team has received technical training in the Forcepoint Products and related supported applications. Forcepoint will:

- Address Subscriber open cases in a professional and courteous manner
- Assign a trouble case number used to track status and as a reference for Subscriber inquiries
- Communicate the status of open cases
- Log the support activity and provide status updates

These benefits are described in more detail on [Support](#) at: [Global Technical Support Program](#)

Subscribers who have purchased an extended Product version support plan SKU for the Product, receive the above listed support features. Extended Product version support is otherwise limited to Forcepoint's commercially reasonable efforts to support hotfixes related to Severity 1 issues and patches for critical or high severity security vulnerabilities.

Enhanced Support

Forcepoint Enhanced Support includes all the benefits of Essential Support (except as indicated below) with a Customer Success Manager (CSM) who is assigned to the account and is available to work with Subscriber to understand Subscriber's strategic business goals, provide relevant insights and preventative risk strategies. Upon gaining an understanding of Subscriber's strategy with Forcepoint systems and primary use cases, the CSM will work with the Subscriber to:

- Complete a Customer Success Plan
- Follow up quarterly on progress made in the Customer Success Plan

With Enhanced Support, Subscriber receives access to:

- Priority access to technical support engineers
- 24/7 support for Severity One and Severity Two issues
- Annual value review via remote session to evaluate progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas

Enterprise Support

Forcepoint Enterprise Support includes all the benefits of Enhanced Support and, in addition to the above, the Customer Success Manager (CSM) will:

- Proactively work with the Subscriber to support deployment, adoption, and optimum use of the Forcepoint Products
- Provide product use guidance covering system architecture, migrations between versions, product training options, and configuration to achieve primary use cases

With Enterprise Support, Subscriber receives access to:

- Forcepoint's Customer Success Architect (CSA) team consisting of highly skilled technical and domain experts who understand our Subscribers' goals and challenges. The CSA team provides technical solutions advisory that helps Subscribers derive more effective business results from Forcepoint solutions and best practice guidance to help Subscribers stay ahead of security risks.
- Collaborative strategic support planning.
- Semi-annual value review via remote session to evaluate progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas via remote sessions (replaces the annual value review in Enhanced Support).

Technical Support Program Comparison

Forcepoint Support Offerings	Essential	Enhanced	Enterprise
Assisted Support	✓	Priority queue over Essential	Priority queue over Essential
24/7 Online Support Coverage	✓	✓	✓
24/7 Severity 1 issues	✓		
24/7 Severity 1 and Severity 2 Issues		✓	✓
Customer Success Manager		✓	✓
Customer Success Architect			✓
Success Plan Review		Quarterly	Monthly & Quarterly
Value Review		Annual	Semi-Annual
Onsite visit			✓
Initial Response Times			
Severity 1	1 hour	45 minutes	30 minutes
Severity 2	4 business hours	2 hours	2 hours
Severity 3	8 business hours	6 business hours	4 business hours
Severity 4	2 business days	2 business days	1 business day

Getting started with Technical Support

MyAccount ID

To take full advantage of Technical Support services, go to [MyAccount](#) to create a new ID.

1. To locate your company Account ID:
2. Log on to [Support.forcepoint.com](https://support.forcepoint.com).
3. Click on Contact Support.

Your Account ID number will display under Call Us.

If you are unable to log into your account, you can locate your Account ID by reviewing a previous case creation email. You will need to present this Account ID when contacting Technical Support to get a faster phone response.

Cloud Web and Cloud Email Security customers

You must authenticate yourself with your Customer Support PIN when calling Technical Support. Your PIN is always visible above the menu bar in the Cloud Security portal. Each PIN is unique for each portal user and is new PIN is generated each time a user logs in. The PIN is valid for 24 hours after logon. After the 24- hour period has expired, a new PIN is generated.

Note In order to preserve and maintain the security of your data, Technical Support representatives will require a current PIN to open a support case.

Scope of Technical Support

What do I receive with Technical Support?

- Support for Forcepoint products and services versions, as defined in the Certified Product Matrix, "Retain your hard drive" capability in the event of hard drive failure and replacement.
- Help with questions and product behaviour issues pertaining to supported Forcepoint products and services in areas of:
 - Installation
 - Deployment
 - Administration and configuration
 - Maintenance and upgrade
 - Features and functionality
- Hardware support will only be provided for hardware that has not been damaged as a result of external forces or conditions such as accidents, abuse, misuse, an unstable environment or power sources, or natural disasters. Hardware support will not be provided replacement.
 - Hardware (or software) is repurposed or modified from its original configuration.
 - Hardware has missing or altered serial numbers, or service tags.

- Hardware has been serviced by someone other than a Forcepoint-authorized service Administration and configuration
- Essential, Enhanced or Enterprise subscription has expired.

Review the [Product Support Lifecycle](#) for the most current hardware policy.

Contacting Technical Support

Technical support offers customers and partners our highest level of service. You can receive support via the [self-service portal](#), phone, or by using our extensive self-service resources.

Self-Service Support

You can log into our Self-Service portal with your My Account user credentials. Once logged in, you can communicate with support 24x7x365 by creating a new case or updating an existing one.

Support by Phone

Call one of our offices during [business hours](#). You will be routed to the first available technician. Review the [Target Response Times](#) for our targeted Service Level Agreements.

Local Language Support

Technical Support is delivered primarily in English. While we cannot guarantee local language support, best effort language support is available as follows:

- Americas: English, Spanish
- Europe, Middle East, Africa: English, French, German, Italian
- Asia Pacific: English

Support Request Procedure

To report an issue, you can contact us either by phone or online. To efficiently resolve problems, it is important that there be clear and effective communication between you and the Technical Support representative.

The first step of the process requires you to accurately report the problem. To begin, you will need to provide us with at least the following information to initiate the process outlined in this User Guide:

- Customer name
- Subscription Key Information
- Technical contact information, including:
 - Name, telephone number, and email address
- Preliminary assessment of the scope and severity of the problem, including the number of affected users/seats
- Additional details and files needed to resolve the issue, as requested by us

When opening a Support request, a case number will be assigned and provided to you. Retain and use this case number to facilitate future communications with us regarding the matter.

Having the information below to provide the technician with is not mandatory, but it can greatly improve the response time.

- Account ID, which is available on Contact Support after you login.
- Case Number (if you are calling about an existing case). The Service Request Number is found on your case confirmation email.
- Product version and patch levels for all Forcepoint servers.
- Network topology
- Deployment and system configuration of all Forcepoint servers and network components (for example, directory, database, gateway, reporting servers, operating systems, etc.)
- Documentation of initial symptoms and impacts (for example, log files, screen shots, core files, trace files, etc.).
- Identification of changes made to your environment prior to manifestation of the problem

In addition, we expect you to participate in problem resolution in the following manner:

- Provide a timely response to inquiries for technical information, including current status of issue, recommended fixes, and deployed patches.
- Have proper technical personnel available for consultation, further testing, and diagnosis, as needed.
- Gather log files and data, as requested by us. 9 Participate in conference calls as needed.

Support Escalation Channels and Contacts

We are committed to solving every case in a timely manner. If at any time, you are not satisfied with the level of support that you received, you are encouraged to bring this to the attention of our Support management team.

The Technical Support escalation path is as follows:

Customer → Duty Manager → Support Director → Hot Customer List Management Team → VP of Technical Support & Customer Care

Note For immediate attention to your concerns, please ask for a Duty Manager when calling during supported business hours.

Duty Manager Hotline		
Region	Sub-Region(s)	Telephone Number
Technical Support Americas		+1.512.664.1360
Technical Support EMEA		+44 (0) 1189388515
Technical Support APAC	Australia & New Zealand	+61 2 9414 0033
	India	+1 (858) 332-0061
	Japan & SE Asia	+86 (10) 5884 4200

Hardware Support Procedure

Hardware support for Forcepoint appliances is available to Subscribers with a current Subscription for Forcepoint software applications running on the hardware. Support for hardware is available only during the Subscription Term for the enrolled level of technical support, and under a valid hardware support contract.

- Hardware (other than Network Security Hardware) support includes:
 - Parts replacement of defective hardware materials and workmanship including internal peripherals
 - “Retain your hard drive” option in the event of hard drive failure and replacement
- Forcepoint Technical Support 05 20
 - Phone-based troubleshooting
 - Severity One level on-site parts replacement provided by a Forcepoint authorized service technician at Subscriber’s business location on record (see Section 12, Subscriber Responsibilities)
- Network Security Hardware support includes:
 - Advanced Return Material Authorization (ARMA) Supportⁱ
 - Hardware replacement with new unit if there is a material defect in workmanship in the hardware reported to Forcepoint within the first 90 days of hardware purchase which Forcepoint deems to be a dead-on arrival (DOA) defect
 - Full-box and Customer Replaceable Unit (CRU) replacement of defective hardware materials and workmanship including internal peripherals with refurbished or equivalent unit after the first 90 days of hardware purchase which Forcepoint deems to be a Return Material Authorization (RMA) defectⁱⁱ
 - Replacement unit ships next business day following RMA issuance
 - “Retain your hard drive” option in the event of hard drive failure and replacement
 - Telephone-based troubleshooting
- Network Security Hardware upgraded support offerings are additional charge support options, and are only provided after Subscriber has paid the associated fees for participation in one of these support options:
- Next Business Day (NBD) Supportⁱⁱⁱ
 - Includes ARMA Support
 - Forcepoint will use commercially reasonable efforts for next business day from RMA issuance^{iv} parts delivery for full-box and CRU
 - NBD Support is available during Forcepoint’s support location business hours^v
- Next Business Day with Keep-the-Box add-on
 - Includes Next Business Day (NBD) Support
 - Subscriber retains the defective Hardware when the Hardware is replaced due to failure^{vi}
- Same Day (SD) Support⁴
 - Includes ARMA Support
 - Forcepoint will use commercially reasonable efforts for same business day within 4 hours from RMA issuance parts delivery for full-box and CRU
 - Available 24/7

These benefits listed above are described in more detail at: www.forcepoint.com.

For non-Forcepoint branded hardware, Subscriber must contact the hardware manufacturer directly to obtain any available warranty assistance.

Case severity and targeted response times

Forcepoint follows a multi-level support process. The levels allow for engagement of the proper resources as deemed appropriate for the support request. Response times are dependent on the support level Subscriber is enrolled in and the severity of the issue reported. A support case is generated for the Subscriber by a member of the Forcepoint Technical Support team or by the Subscriber online at [Support](#).

Technical Support requests which are not resolved during the first telephone contact are assigned a Severity Level based on the descriptions in the chart below:

For all Forcepoint Products other than Forcepoint SaaS Products:

Severity Level	Initial Response		
	Essential Support	Enhanced Support	Enterprise Support
Severity One (highest severity) Business is severely impacted. <ul style="list-style-type: none"> A Forcepoint product is not functioning, and no viable workaround is available Customer environment compromised or at risk for significant data corruption Mission critical application is down, or the majority of users are not able to conduct business 	1 hour	Up to 45 Minutes	Up to 30 Minutes
Severity Two Business is disrupted but functioning. <ul style="list-style-type: none"> A Forcepoint product's functionality is severely impacted Mission critical applications or the majority of users are impacted 	4 business hours	Up to 2 Hours	Up to 2 Hours
Severity Three Business is not affected but symptoms exist <ul style="list-style-type: none"> A Forcepoint product is functioning in a restricted fashion and a workaround exists Mission critical applications are functional with some end users affected 	8 business hours	Up to 6 Business Hours	Up to 4 Business Hours
Severity Four (lowest severity) A request for information. <ul style="list-style-type: none"> Request for product information or questions regarding how to use the product Minimal impact to customer business A request for product modification 	2 business days	Up to 2 Business Days	Up to 1 Business Day

Hardware On-Site Replacement response times:

Hardware Appliance		Initial Response (after phone-based troubleshooting is completed)
V10000 M5000 M7500	V20000 M10000	Standard 3-Year, 4-Hour On-Site Parts Replacement ⁸ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁸ (additional purchase required)
V5000		Standard 3-Year, Next Business Day On-Site Parts Replacement ⁸ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁸ (additional purchase required)
X10G		Standard 3-Year, Next Business Day On-Site Parts Replacement ⁸ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁸ (additional purchase required)
Z2500 Z10000 Z50000	Z5000 Z20000	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁸
Storage Array 30TB Storage Array 60TB Storage Array 110TB		Standard 3-Year, Next Business Day On-Site Parts Replacement ⁸

For Forcepoint SaaS products only:

(24/7 Support will be available for Severity One and Severity Two issues.)

Severity Level	Initial Response			Resolution Target
	Essential Support	Enhanced Support	Enterprise Support	
Severity One (highest severity) Service unavailable or, if applicable, Virus infection occurring	1 hour	Up to 45 Minutes	Up to 30 Minutes	As soon as possible but no later than within one business day of the call
Severity Two Partial loss of Service but, as applicable, Web Content and/or email are still being processed	4 business hours	Up to 2 Hours	Up to 2 Hours	As soon as practicable but within two business days or as otherwise agreed between Forcepoint and the customer
Severity Three Service is available, but technical questions or configuration issues	8 business hours	Up to 6 Business Hours	Up to 4 Business Hours	As soon as practicable or as otherwise agreed between Forcepoint and the customer
Severity Four (lowest severity) Information Issues, reporting questions, password resets	2 business days	Up to 2 Business Days	Up to 1 Business Day	At the time of response or as soon as practicable thereafter or as otherwise agreed between Forcepoint and the customer

Case closure policy

Cases are closed and case work is ceased according to the following criteria:

- Most Common Case Closure
 - You work with the Technical Support representative and an acceptable workaround or solution has been provided that will resolve your issue.
- Not as Common Case Closure
 - As Technical Support troubleshoot an issue, email or phone communication will occur to ensure all information is provided to the customer. If there has not been a response from the customer in 14 days after last customer contact, then the case will close automatically.
 - Technical Support is unable to assist with a support case if the subscription is expired. We will reopen a case or create a new case if the problem still persists.

Technical Support Resources

Knowledge Base

Our customers successfully use the Forcepoint [Knowledge Base](#) daily to find solutions to their common product problems. The Knowledge Base is kept current with documentation, downloads, top Knowledge Base articles, and product-specific solutions.

My Account

Login to your [My Account](#) portal to review your current subscription and assets, obtain the latest product [updates and hotfixes](#), and access product- specific tools.

Contact Support online, where you can easily create new support requests and manage existing support requests. We will respond to your request in a quick and efficient manner.

Tech Alerts

As a Super User or Technical Contact, you are automatically subscribed to receive Tech Alerts for your products. Tech Alerts automatically notify customers any time Forcepoint issues new releases, critical hotfixes, or other important technical information.

Support Videos and Webinars

Learn from our expert technicians about how to maximize the value of Forcepoint products in your environment. View our collection of [support videos](#) related to your product

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- i Hardware support is only provided to the Subscriber's location of record on file with Forcepoint.
 - ii Available up-to 60-month warranty period, separate purchase required.
 - iii NBD and SD support offerings are only provided to Subscriber's location of record on file with Forcepoint and are only available within the service locations set forth at: [Support](#). Hardware eligible for NBD and SD support must be deployed within range of an authorized service location to qualify.
 - iv For NBD delivery, the RMA must be issued no later than the local times set forth at: [Support](#). If the RMA is not issued until after the local cut off time, then Forcepoint will use commercially reasonable efforts to deliver the replacement unit to Subscriber within two business days.
 - v A "business day" or "business hours" is Monday – Friday, 8:00 a.m. – 5:00 p.m. (08:00 – 17:00), and excludes recognized holidays within the service location. Some service locations may have hours that differ from these. More detailed service location information is available at: [Support](#).
 - vi The replaced hardware unit must be decommissioned by Subscriber, the warranty is void, and Forcepoint will no longer provide support for the decommissioned hardware.
 - 8 Subject to service availability within the service location. For additional information on service availability and locations visit: [Support](#)



forcepoint.com/contact

About Forcepoint

Forcepoint simplifies security for global businesses and governments. Forcepoint's all-in-one, truly cloud-native platform makes it easy to adopt Zero Trust and prevent the theft or loss of sensitive data and intellectual property no matter where people are working. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on www.forcepoint.com, [Twitter](#) and [LinkedIn](#).