



Protecting the human point.

# Technical Support User's Guide



## Table of Contents

Welcome .....	3
Technical Support Overview .....	3
Essential Support .....	3
Enhanced Support.....	4
Enterprise Support .....	4
Technical Support Program Comparison .....	5
Getting Started with Support.....	6
My Account ID.....	6
Cloud Web and Cloud Email Security Customers.....	6
Scope of Technical Support.....	6
What do I receive with Technical support?.....	6
Contacting Technical Support .....	7
Self-Service Support.....	7
Support by Phone .....	7
Local Language Support.....	7
Support Request Procedure.....	8
Support Escalation Channels And Contacts.....	9
Hardware Support Procedure.....	9
Case Severity and Targeted Response Times .....	10
On-Premise Security Target Response Times .....	11
SaaS Products Target Response Times .....	12
Appliance Hardware On-Site Parts Replacement.....	13
Case Closure Policy .....	13
Most Common Case Closure .....	13
Not as Common Case Closure .....	13
Technical Support Resources.....	14
Knowledge Base .....	14
My Account .....	14
Tech Alerts.....	14
Support Videos and Webinars.....	14



# 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 offers three support offerings: Essential, Enhanced and Enterprise. These choices offer the flexibility you need to select the support program that is best suited to help you maximize your investment with Forcepoint.

### Essential Support

Through the combination of available resources, Subscriber can submit new cases and manage case status, access the latest 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
- 24/7 support for Severity One issues
- 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 timely, 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



## Enhanced Support

Forcepoint Enhanced Support includes all the benefits of Essential Support, and also includes:

- An assigned Customer Advocate who is responsible for ensuring consistent workflow of technical support cases and timely progression of Subscriber's technical issues
- Priority access to technical support engineers
- 24/7 support for Severity Level 2 issues
- Annual health check via remote session

## Enterprise Support

Forcepoint Enterprise Support combines all the benefits of Enhanced Support (except as indicated below) with a technical account manager (TAM) who is assigned to the account, and who proactively works with the Subscriber to support performance, reliability and availability of the Forcepoint Products. Upon gaining an understanding of Subscriber's environment, the TAM will work with Subscriber to:

- Provide strategic support planning around Subscriber's use of the Forcepoint Products
- Perform architecture reviews, migration planning assistance, training recommendations and periodic account reviews

With Enterprise Support, Subscriber receives access to:

- Technical Account Manager (in lieu of a Customer Advocate):
  - Expedited case handling and escalation path
  - Account related inquiries and assistance
  - Available for an annual on-site visit
- Collaborative strategic support planning
- Semi-annual health check review via remote sessions (replaces the annual health check in Enhanced Support)



## Technical Support Program Comparison

Forcepoint Support Offerings	Essential	Enhanced	Enterprise
24/7 Coverage	✓	✓	✓
Direct Access to Experienced Technicians			✓
Customer Advocate		✓	
Technical Account Manager (TAM)			✓
Case Reviews		Quarterly	Monthly & Quarterly
Health Check		Annual	Semi-Annual
Onsite Visit			✓
<b>Initial Response Times</b>			
Severity 1	45 minutes	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 Support

## My Account ID

To take full advantage of Technical Support services, start by creating a My Account user account. Click [here](#) to create an account.

To locate your company Account ID:

1. Log on to [Support.forcepoint.com](https://support.forcepoint.com).
2. Click on Contact Support.
3. 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 a 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 the [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, Chinese, Japanese, Cantonese



## Support Request Procedure

To report an issue, you can contact us either by phone or online. In order 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 in order 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.





- ▶ 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 → HCL Management Team → VP of Technical Support & Customer Care

**Please 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		+1 858-458-2940
Technical Support EMEA		+44 203 024 4393
Technical Support APAC	Australia/New Zealand	+61 2 9414 0033
	India	+1 858 332 0061
	China, 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
- 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:

- Hardware replacement with new unit if there is a material defect in workmanship in the hardware reported to Forcepoint within the first ninety (90) days of hardware purchase which Forcepoint deems to be a dead on arrival (DOA) defect. Replacement unit ships next business day.
- 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 ninety (90)



days of hardware purchase which Forcepoint deems to be a Return Material Authorization (RMA) defect.<sup>1</sup> Replacement unit ships next business day.

- Next business day (NBD) parts delivery for Customer Replaceable Units (CRU) or Field replaceable Units (FRU) if purchased for the Hardware as part of the Order. FRU parts are delivered and replaced by Forcepoint authorized technicians as on-site labor at the location of the hardware incident.<sup>2</sup>
- Same day (SD) parts delivery for Customer Replaceable Units (CRU) or Field replaceable Units (FRU). Service availability 24/7 if purchased for the Hardware as part of the Order. FRU parts are delivered and replaced by Forcepoint authorized technicians as on-site labor at the location of the hardware incident.<sup>3</sup>
- “Retain your hard drive” option in the event of hard drive failure and replacement
- Phone-based troubleshooting

These benefits listed above are described in more detail at: [www.forcepoint.com](http://www.forcepoint.com)

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

### Case Severity and Targeted Response Times

We follow a four-tier Case Severity structure, with Severity One being the highest tier. The Targeted Response Time matrix indicates the minimum time for Technical Support to respond to a new case during normal business hours.

---

<sup>2</sup> Available up-to 60-month warranty period, separate purchase required.

<sup>3</sup> Next business day (NBD) service level where available and subject to separate purchase requirement.

<sup>4</sup> Same Day (SD) service level where available and subject to separate purchase requirement. Renewals only end of sale (EOS) service that is replaced by the Spare part unit program. Available up-to 60-month warranty period.



## On-Premise Security Target Response Times

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



## SaaS Products Target Response Times

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

Severity Level	Initial Response			
	Essential Support	Enhanced Support	Enterprise Support	Resolution Target
<b>Severity One (highest severity)</b>  Service unavailable or, if applicable, Virus infection occurring or at risk for significant data corruption	Up to 45 Minutes	Up to 45 Minutes	Up to 30 Minutes	As soon as possible but no later than within one business day of the call
<b>Severity Two</b>  Partial loss of Service but, as applicable, Web Content and/or email are still being processed	Up to 4 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
<b>Severity Three</b>  Service is available, but technical questions or configuration issues	Up to 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
<b>Severity Four (lowest severity)</b>  Information Issues, reporting questions, password resets	Up to 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



## Appliance Hardware On-Site Parts Replacement

Hardware Appliance	Initial Response
<b>V10000</b> <b>M5000</b> <b>M7500</b> <b>M10000</b>	Standard 3-Year, 4-Hour On-Site Parts Replacement <sup>1</sup> Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>5</sup> (additional purchase required)
<b>V5000</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>5</sup> Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>5</sup> (additional purchase required)
<b>X10G</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>5</sup> Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>5</sup> (additional purchase required)
<b>Z2500</b> <b>Z5000</b> <b>Z10000</b> <b>Z20000</b> <b>Z50000</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>5</sup>
<b>Storage Array 30TB</b> <b>Storage Array 60TB</b> <b>Storage Array 110TB</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>5</sup>

<sup>1</sup> Subject to service availability within the service location. For additional information on service availability and locations visit: [Support](#)

### 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 21 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.

