Technical Support
User’s Guide
Table of Contents
Welcome .......................................................................................................................... 2
Technical Support Overview ........................................................................................... 2
   Technical Support Programs ....................................................................................... 2
      Premium Support ....................................................................................................... 2
      Premium Priority ........................................................................................................ 2
      Mission Critical Support .......................................................................................... 2
      Mission Critical Support Elite .................................................................................. 3
      Mission Critical Support Global ............................................................................... 3
Hardware Support .......................................................................................................... 5
Getting Started with Support ......................................................................................... 5
   My Account ID .............................................................................................................. 5
   Cloud Web and Cloud Email Security Customers ....................................................... 5
Scope of Technical Support ............................................................................................. 6
   What do I receive with Technical Support? ................................................................. 6
Contacting Technical Support ......................................................................................... 6
   Self-Service Support .................................................................................................... 6
   Support by Phone ......................................................................................................... 6
Support Request Procedure ............................................................................................. 7
Support Escalation Channels and Contacts ..................................................................... 8
Hardware Support Procedure .......................................................................................... 8
Case Severity and Targeted Response Times ................................................................. 10
   On-Premise & Cloud Security ..................................................................................... 10
   Appliance Hardware On-Site Parts Replacement ....................................................... 11
Case Closure Policy ......................................................................................................... 11
   Most Common Case Closure ....................................................................................... 11
   Not as Common Case Closure .................................................................................... 11
Technical Support Resources ........................................................................................... 12
   Knowledge Base .......................................................................................................... 12
   My Account .................................................................................................................. 12
   Tech Alerts ................................................................................................................... 12
   Support Videos and Webinars ...................................................................................... 12
Welcome
It is our pleasure to welcome you to Forcepoint and the Forcepoint Technical Support organization, where customer satisfaction is our primary objective. Forcepoint solutions are backed by a worldwide team of highly trained and experienced technical support engineers. With operations around the globe, we provide our customers with the services required to help manage the risks of dynamic Web 2.0 applications, ensure safe and productive use of the Internet, and provide protection for critical systems and information.

To maximize the value our customers receive, we have created this User Guide to help you become familiar with our support offerings, programs, services, and procedures. The most current information pertinent to each item below can be found on our Support Web site. Please check the Web site for the latest and most current information regarding Technical Support.

Technical Support Overview

Technical Support Programs
To support our growing Forcepoint solutions, we offer six (5) support offerings: Premium Support, Premium Priority, Mission Critical Support, Mission Critical Support Elite, and Mission Critical Support Global. These choices offer the flexibility you need to select the support program that is best suited to help you maximize your investment with Forcepoint.

Premium Support
Your business doesn’t stop for weekends or holidays and neither do we. With global facilities and highly trained technical support engineers, Forcepoint Premium Support delivers 24x7 support for your critical issues. Rapid case resolution is complimented by a one-stop online technical support portal that offers a wealth of resources for Premium Customers. Search Knowledge, log/track service requests, sign up for tech alerts and much more.

With severity-one response time targets of one hour or less, Premium Support customers can be certain that their most critical issues are worked continuously until resolved with our “follow-the-sun” support model. With Premium Support you can ensure maximum performance, reliability, and availability of your Forcepoint solution.

Premium Priority
Need enhanced support coverage? With Forcepoint Premium Priority, you get all the advantages of Premium Support, along with an assigned escalation manager, quarterly Support newsletter, and shorter target response.

Mission Critical Support
Your business is complex. You need to know that you are protected from zero-day threats and malicious or accidental data loss. And you need to be confident that you have the support processes in place to prevent downtime when issues arise to keep your business operational. Forcepoint Mission Critical Support provides Essential Information Protection™ for your mission critical systems and is designed to minimize production outages and ensure seamless version upgrades. With access to senior engineers that understand your environment, you always receive proactive and expedited support to keep your business
Mission Critical Support combines all the benefits of Premium Support with a superior level of technical response coordinated by a highly proactive Technical Account Manager (TAM). You need Mission Critical Support to protect your essential information and maximize your Forcepoint investment.

**Mission Critical Support Elite**
Go beyond mission critical support with MCS Elite. You’ll get all the benefits of Mission Critical Support as well as quarterly health checks, more designated contacts, and reduced critical issue target response times. You’ll also receive two onsite visits per year, up to eight hours of customized training, and available onsite upgrades and technical assistance.

**Mission Critical Support Global**
Enjoy all the benefits of our MCS program in each of your regions. Your organization will receive a Global Account Manager, with proactive Technical Account management, health checks, account reviews, onsite visits, and roadmap reviews for each region.
# Technical Support Program Comparison

<table>
<thead>
<tr>
<th>SUPPORT OFFERING</th>
<th>PREMIUM SUPPORT</th>
<th>MISSION CRITICAL SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Premium</td>
<td>Premium Priority</td>
</tr>
<tr>
<td>Designated Contacts</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Severity 1 Response</td>
<td>46 mins</td>
<td>30 mins</td>
</tr>
<tr>
<td>Severity 2 Response</td>
<td>4 hours</td>
<td>3 hours</td>
</tr>
<tr>
<td>Severity 3 Response</td>
<td>8 business hours</td>
<td>6 business hours</td>
</tr>
<tr>
<td>Severity 4 Response</td>
<td>2 business days</td>
<td>2 business days</td>
</tr>
<tr>
<td>24/7 Coverage</td>
<td>Severity 1 &amp; 2</td>
<td>Severity 1 &amp; 2</td>
</tr>
<tr>
<td>Assigned Escalation Manager</td>
<td>/</td>
<td></td>
</tr>
<tr>
<td>Account Review</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Technical Account Manager (TAM)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Strategic Support Plan</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Best Practices/Training Recommended</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Holistic Account Review</td>
<td>Monthly &amp; Quarterly</td>
<td>Monthly &amp; Quarterly</td>
</tr>
<tr>
<td>Architecture Review</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Migration Planning</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Upgrade Assistance</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Extranet Site</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Health Check</td>
<td>2 per year</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Onsite Visit(s)</td>
<td>1 per year</td>
<td>Semiannual</td>
</tr>
<tr>
<td>Roadmap Discussion</td>
<td>1 per year</td>
<td>Semiannual</td>
</tr>
<tr>
<td>Change Control Monitoring</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Customized Training</td>
<td>Up to 4 sessions (2 hrs each)</td>
<td></td>
</tr>
<tr>
<td>Onsite Upgrade</td>
<td>Up to 1 per year</td>
<td></td>
</tr>
<tr>
<td>Onsite Tech Assistance</td>
<td>Up to 1 per year</td>
<td></td>
</tr>
<tr>
<td>Advanced Architecture Planning (DW, HA)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Global Account Manager (GAM)</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
Hardware Support
Support for hardware is required when hardware is purchased from Forcepoint. The support options available with Hardware are Premium Support, Premium Priority, Mission Critical Support, Mission Critical Support Elite, and Mission Critical Support Global. Support for hardware is available only during the subscription term for up to a maximum of three (3) years from the original date of purchase.

In addition to the Premium and Mission Critical Support offerings, hardware support includes:

- Repair or replacement of defective hardware materials and workmanship, including internal peripherals.
- “Retain your hard drive” capability in the event of hard drive failure and replacement.
- Telephone-based troubleshooting.
- Severity 1 level on-site support provided by a Forcepoint authorized service technician at the subscriber’s business location on record.

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 into 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 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.

Please 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.
- Help with questions and product behavior 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 when:
  - 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 provider
  - Premium Support or Mission Critical Support subscription has expired

Please check the Support Web site 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, via 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.

Dedicated Premium and Mission Critical Support phone numbers are listed in Contact Support.
**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 the MyAccount.com home page, under the Profile section
- **Service Request 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** (i.e., directory, database, gateway, reporting servers, operating systems, etc.)
- **Documentation of initial symptoms and impacts** (i.e., 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.

<table>
<thead>
<tr>
<th>Duty Manager Hotline</th>
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<tbody>
<tr>
<td><strong>Region</strong></td>
<td><strong>Sub-Region(s)</strong></td>
</tr>
<tr>
<td>Technical Support Americas</td>
<td></td>
</tr>
<tr>
<td>Technical Support EMEA</td>
<td></td>
</tr>
<tr>
<td>Technical Support APAC</td>
<td>Australia/New Zealand</td>
</tr>
<tr>
<td></td>
<td>India</td>
</tr>
<tr>
<td></td>
<td>China, Japan, SE Asia</td>
</tr>
</tbody>
</table>

**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 11, 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. 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 onsite labor at the location of the hardware incident.

- 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 onsite labor at the location of the hardware incident.

- “Retain your hard drive” option in the event of hard drive failure and replacement.

- Phone-based troubleshooting

In order to receive on-site support for a hardware Severity One incident, you must keep a current record with Forcepoint of the business location on record where the hardware is physically located.

- You must notify Forcepoint Global Technical Support about hardware transferred to alternate business locations within or outside the country of purchase to ensure response time coverage and country registration.

- Updates to a physical location must be completed prior to dispatching of authorized technicians.

- You or your authorized representative must be available when the service technician arrives, or the service technician will not be able to service the hardware.
### 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.

#### On-Premise & Cloud Security

<table>
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<tbody>
<tr>
<td><strong>Severity One (highest severity)</strong>&lt;br&gt;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. Service unavailable or virus infection occurring.</td>
<td>Up to 1 business hour</td>
<td>Up to 45 minutes</td>
<td>Up to 30 minutes</td>
<td>Up to 30 minutes</td>
<td>Up to 15 minutes</td>
</tr>
<tr>
<td><strong>Severity Two</strong>&lt;br&gt;A Forcepoint product's functionality is severely impaired. Mission Critical applications or the majority of users are impacted. Partial loss of service, but web content and/or email is still being processed.</td>
<td>Up to 4 business hours</td>
<td>Up to 4 business hours</td>
<td>Up to 3 business hours</td>
<td>Up to 2 Business hours</td>
<td>Up to 1 Business hour</td>
</tr>
<tr>
<td><strong>Severity Three</strong>&lt;br&gt;A Forcepoint product is functioning in a restricted fashion and a workaround exists. Mission critical applications are functional with some end users affected. Service is available, but you have configuration issues.</td>
<td>Up to 8 business hours</td>
<td>Up to 8 business hours</td>
<td>Up to 6 business hours</td>
<td>Up to 4 business hours</td>
<td>Up to 2 business hours</td>
</tr>
<tr>
<td><strong>Severity Four (lowest severity)</strong>&lt;br&gt;Request for product information or questions regarding how to use the product. Minimal impact to customer business. Service is available, but you have configuration issues.</td>
<td>Up to 2 business days</td>
<td>Up to 2 business days</td>
<td>Up to 2 business days</td>
<td>Up to 1 business day</td>
<td>Up to 1 business day</td>
</tr>
</tbody>
</table>
### Appliance Hardware On-Site Parts Replacement

<table>
<thead>
<tr>
<th>Hardware Appliance</th>
<th>Appliance Hardware Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>V10000 M5000 M7500 M101000</td>
<td>Appliance Hardware Service</td>
</tr>
<tr>
<td>Not Available</td>
<td>Standard 3-year, 4-hour Onsite Parts Replacement</td>
</tr>
<tr>
<td>Optional 5-Year, 4-Hour Onsite Parts Replacement (additional purchase required)</td>
<td>Optional 5-Year, 4-Hour Onsite Parts Replacement (additional purchase required)</td>
</tr>
<tr>
<td>V5000 Appliance</td>
<td>Standard 3-year, Next Business Date Onsite Parts Replacement</td>
</tr>
<tr>
<td>X10G Appliance</td>
<td>Not Available</td>
</tr>
<tr>
<td>Z2500 Z5000 Z10000 Z20000 Z50000</td>
<td>Not available</td>
</tr>
</tbody>
</table>

### 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 the 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.