

Technical Support User's Guide

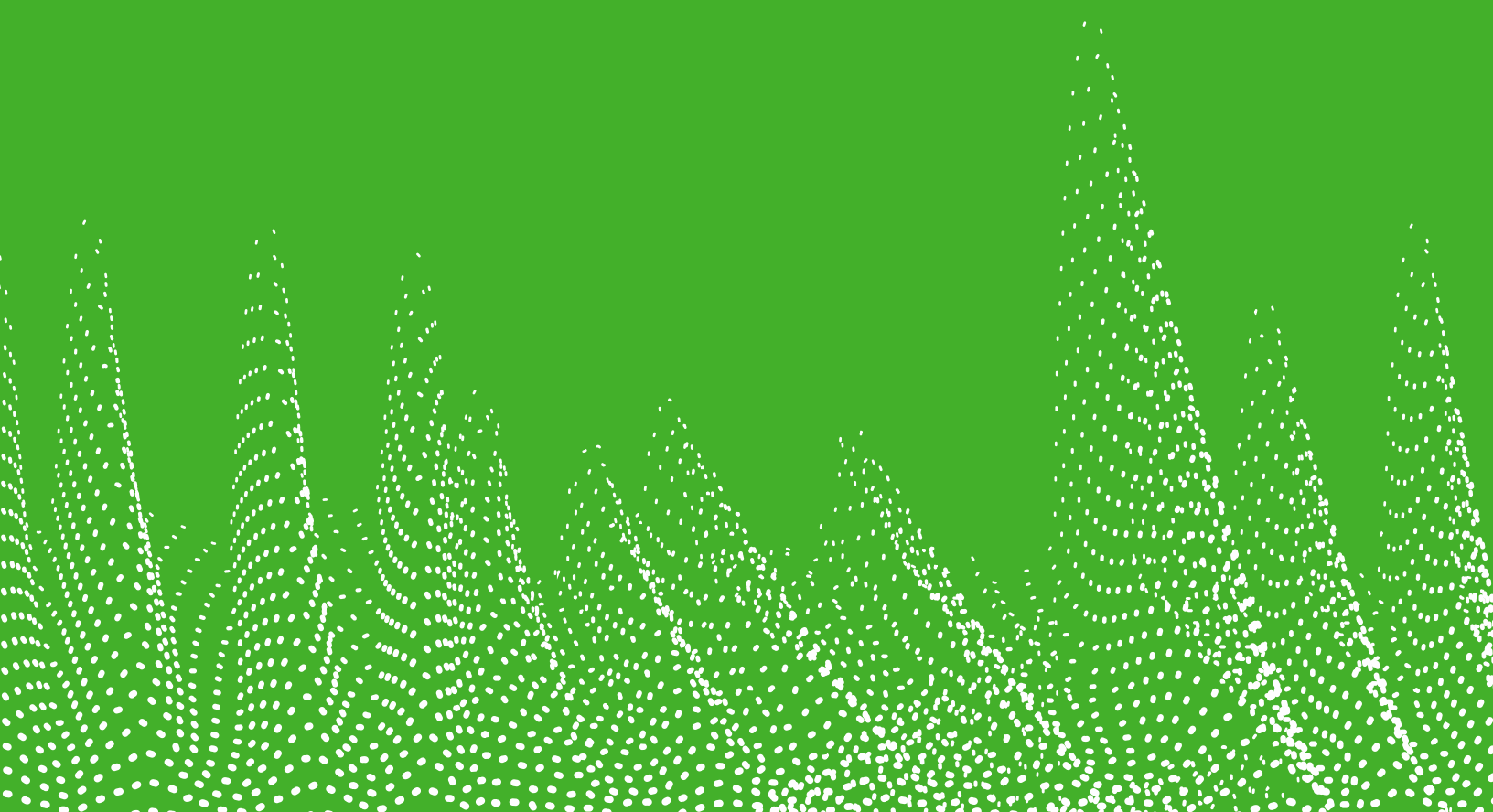


Table of Contents

Welcome	3
Technical Support Overview	3
Technical Support Programs	3
Premium Support	3
Premium Priority	3
Mission Critical Support	4
Mission Critical Support Global	4
Mission Critical Support Elite	4
Mission Critical Support Designated Support Engineer (DSE)	4
Mission Critical Support Resident Technical Account Manager (RTAM)	4
Hardware Support	6
Getting Started with Support	6
My Account ID	6
Cloud Web and Cloud Email Security Customers	6
Scope of Technical Support	7
What do I receive with Technical Support?	7
Contacting Technical Support	7
Self-Service Support	7
Support by Phone	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	14
Most Common Case Closure	14
Not as Common Case Closure	14
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, 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 7 support offerings: Premium Support, Premium Priority, Mission Critical Support, Mission Critical Support Global, Mission Critical Support Elite, Mission Critical Support Designated Support Engineer, and Mission Critical Support Resident Technical Account Manager. 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 running, around the clock.

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 Global

Forcepoint Mission Critical Support Global combines all the benefits of Premium Priority Support with regionally assigned Technical Account Managers (TAMs) who are assigned to the Subscriber in each of the three Forcepoint business regions (AMER, EMEA and APAC). The TAMs proactively work with the Subscriber to support performance, reliability and availability of the Forcepoint Products. In addition to regional TAM coverage the Subscriber will also be provided with a Global Account Manager (GAM) who oversees and organizes the actions and activities of the regional TAMs for the Subscriber on a global level.

Mission Critical Support Elite

Forcepoint Mission Critical Support Elite combines all the benefits of Mission Critical Support's Technical Account Manager (TAM) with increased levels of technical engagement and assistance consisting of the TAM being made available to work with Subscriber on quarterly on-site strategic visits, on-site upgrade assistance, on-site issue resolution assistance, quarterly health check review via remote sessions, custom training, and advanced architectural planning.

Mission Critical Support Designated Support Engineer (DSE)

Forcepoint Mission Critical Support Designated Support Engineer supersedes the benefits of MCS Elite as outlined in this section and provides the added value of a Designated Support Engineer (DSE) who has technically advanced training and experience. The skill sets of the DSE's assigned to this support offering are designed to streamline the troubleshooting process, bypassing standard support process for issue resolution or escalation of matters directly to Forcepoint's Engineering organization. The DSE is Subscriber's single point of contact for all technical issues.

Mission Critical Support Resident Technical Account Manager (RTAM)

Forcepoint Mission Critical Support Resident Technical Account Manager (RTAM) supersedes the benefits of MCS Elite as outlined in this section and provides the added value of a designated on-site Resident Technical Account Manager (RTAM). Combining all the added value of a TAM with the local presence and scalability of being local, the RTAM support offering allows for technical support to extend into the local physical location of Subscriber's Forcepoint installation.



Technical Support Program Comparison

SUPPORT OFFERING	PREMIUM SUPPORT		MISSION CRITICAL SUPPORT				
Program Options	Premium	Premium Priority	MCS	MCS Global	MCS Elite	MCS DTE	MCS RTAM
Designated Contacts	6	6	15	15 (per region)	20	20	20
Severity 1 Target Initial Response Time	45 mins	30 mins	30 mins	30 mins	15 mins	15 mins	15 mins
Severity 2 Target Initial Response Time	4 hours	3 hours	2 hours	2 hours	1 hour	1 hour	1 hour
Severity 3 Target Initial Response Time	8 business hours	6 business hours	4 business hours	4 business hours	2 business hours	2 business hours	2 business hours
Severity 4 Target Initial Response Time	2 business days	2 business days	1 business day	1 business day	1 business day	1 business day	1 business day
24/7 Coverage	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2
Assigned Escalation Manager	N/A	✓	N/A	N/A	N/A	N/A	N/A
Account Review	N/A	Qrtly Newsletter w/ Hot (HF/KBs/ Announcements)	N/A	N/A	N/A	N/A	N/A
Technical Account Manager (TAM)			1	1 (per region)	1	N/A	N/A
Strategic Support Plan			✓	✓	✓	✓	✓
Best Practices/ Training Recommendations			✓	✓	✓	✓	✓
Holistic Account Review			Monthly & Quarterly	Monthly & Quarterly (per region)	Monthly & Quarterly	Monthly & Quarterly	Monthly & Quarterly
Architecture Review			✓	✓	✓	✓	✓
Migration Planning			✓	✓	✓	✓	✓
Upgrade Assistance			✓	✓	✓	✓	✓
Health Check			2 per year	2 per year (per region)	Quarterly	Quarterly	Quarterly
Onsite Visit(s)			1 per year	1 per year (per region)	Quarterly	2 per year	N/A
Roadmap Discussion			1 per year	1 per year (per region)	Semiannual	Semiannual	Semiannual
Change Control Monitoring					✓	✓	✓
Customized Training					Up to 4 sessions (2 hrs each)	Up to 4 sessions (2 hrs each)	N/A
Onsite Upgrade					1 per year	1 per year	N/A
Onsite Tech Assistance					1 per year	1 per year	N/A
Advanced Architecture Planning (DR, HA)					✓	✓	✓
Additional MCS Resources				Global Acct. Mgr.	N/A	MCS Designated Eng.	Resident TAM

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](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.
- 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 [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 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) defect². 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 incident³.



- 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 incident⁴.
- “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 Security Target Response Times

Severity Level	Initial Response					
	Standard	Premium		Mission Critical		
	Standard Support	Premium Support	Premium Priority Support	Mission Critical Support	Mission Critical Support Global	Mission Critical Support Elite, DSE, & RTAM
<p>Severity One (highest severity) Business is severely impacted.</p> <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 	Up to 1 Business Hour	Up to 45 Minutes	Up to 30 Minutes	Up to 30 Minutes	Up to 30 Minutes	Up to 15 Minutes
<p>Severity Two Business is disrupted but functioning.</p> <ul style="list-style-type: none"> - A Forcepoint product's functionality is severely impacted - Mission critical applications or the majority of users are impacted 	Up to 4 Business Hours	Up to 4 Hours	Up to 3 Hours	Up to 2 Hours	Up to 2 Hours	Up to 1 Hour
<p>Severity Three Business is not affected but symptoms exist</p> <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 	Up to 8 Business Hours	Up to 8 Business Hours	Up to 6 Business Hours	Up to 4 Business Hours	Up to 4 Business Hours	Up to 2 Business Hours
<p>Severity Four (lowest severity) A request for information.</p> <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 	Up to 2 Business Days	Up to 2 Business Days	Up to 2 Business Days	Up to 1 Business Day	Up to 1 Business Day	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						Resolution Target
	Standard	Premium		Mission Critical			
	Standard Support	Premium Support	Premium Priority Support	Mission Critical Support	Mission Critical Support Global	Mission Critical Support Elite, DSE, & RTAM	
<p>Severity One (highest severity)</p> <p>Service unavailable or, if applicable, Virus infection occurring</p>	Up to 1 Business Hour	Up to 45 Minutes	Up to 30 Minutes	Up to 30 Minutes	Up to 30 Minutes	Up to 15 Minutes	As soon as possible but no later than within one business day of the call
<p>Severity Two</p> <p>Partial loss of Service but, as applicable, Web Content and/or email are still being processed</p>	Up to 4 Business Hours	Up to 4 Hours	Up to 3 Hours	Up to 2 Hours	Up to 2 Hours	Up to 1 Hour	As soon as practicable but within two business days or as otherwise agreed between Forcepoint and the customer
<p>Severity Three</p> <p>Service is available, but technical questions or configuration issues</p>	Up to 8 Business Hours	Up to 8 Business Hours	Up to 6 Business Hours	Up to 4 Business Hours	Up to 4 Business Hours	Up to 2 Business Hours	As soon as practicable or as otherwise agreed between Forcepoint and the customer
<p>Severity Four (lowest severity)</p> <p>Information Issues, reporting questions, password resets</p>	Up to 2 Business Days	Up to 2 Business Days	Up to 2 Business Days	Up to 1 Business Day	Up to 1 Business Day	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 (after phone-based troubleshooting is completed)		
	Standard Support	Premium & Premium Priority Support	Mission Critical Support (including Global, Elite, DSE & RTAM)
V10000 M5000 M7500 M10000	Not Available	Standard 3-Year, 4-Hour On-Site Parts Replacement ¹ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)	Standard 3-Year, 4-Hour On-Site Parts Replacement ⁵ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)
V5000	Standard 3-Year, Next Business Day On-Site Parts Replacement ^{5 6} Optional 5-Year, 4-Hour On-Site Parts Replacement ^{5 2} (additional purchase required)	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁵ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁵ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)
X10G	Not Available	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁵ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)	Standard 3-Year, 4-Hour On-Site Parts Replacement ⁵ Optional 5-Year, 4-Hour On-Site Parts Replacement ⁵ (additional purchase required)
Z2500 Z5000 Z10000 Z20000 Z50000	Not Available	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁵	Standard 3-Year, Next Business Day On-Site Parts Replacement ⁵

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

² Standard Support for V5000 is available only with a subscription purchased to Forcepoint Web Security.

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.

