



The Security Division of EMC

Guide

Customer Guide to RSA Technical Support



Welcome to RSA Technical Support

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Welcome

When your organization selected RSA, you gained a partner with the right tools and support services to meet your needs, along with a commitment to provide the industry's best Total Customer Experience. We understand that technology alone isn't enough to meet your increasingly complex and dynamic business and information system needs. We are committed to providing the services and support you need to maximize the value of your RSA products.

Our support programs and services are designed to make the journey through installation, development, deployment and management of your RSA solution efficient and productive. Our goal is to help you keep your RSA environment up and running as smoothly as possible.

This guide provides information about our maintenance and support programs, policies and procedures. It will help you locate valuable information and show you how to access RSA Customer Support. Rather than duplicate information sources always available to you, this guide will highlight the available resources and show you where to locate them. A current version of this guide and the referenced information are located on RSA SecurCare® Online our web-based support portal.

We appreciate your business and look forward to providing the world class service and support that is the hallmark of RSA.

Getting Started with RSA Technical Support

This guide* is designed to help you understand and maximize the benefits of your RSA Customer Support and maintenance agreement. RSA Customer Support access is available through the following vehicles and is further described within this guide. Depending on your contracted coverage, some features are included as part of your maintenance or warranty agreement while others may be available on a billable basis:

- SecurCare Online support
- Remote support for RSA software and hardware
- Telephone support
- Training & Certification services

Before accessing these vehicles, we recommend you follow each of the steps below to optimize your RSA Customer Support experience. As you purchase new products and services you may repeat some of these steps.

In addition, we recommend that you review this guide in its entirety so you will be ready to effectively utilize all aspects of your support programs and options. It can help you locate resources, tools and information that will aid in resolving your issues. It can also help you to understand key processes and policies leveraged during your RSA Customer Support interactions. Following the getting started steps below and you will be ready to fully leverage your RSA maintenance and support agreement.

* This guide covers technical support information for most RSA hardware and software solutions. In some cases, support programs and policies may vary across RSA products. These differences are noted throughout the guide. As RSA continues to integrate recent acquisitions, some exceptions may exist temporarily during the integration cycle. Please be sure to read each section of this guide carefully for any differences related to RSA acquired companies.

Steps to Optimize Your RSA Customer Support Experience

1. Register for SecurCare Online

SecurCare Online, RSA's exclusive web-based customer portal, is your gateway to a wide range of reference information and online support tools. If you have not already done so, it is important that you [register for SecurCare Online](#) as many of the links and references throughout this document require access to this portal

2. Activate Your Support Contract

To activate a maintenance contract that you purchased through a reseller, please complete the [online web form](#). After completing this form, the RSA Customer Relations Desk will respond to you by email and provide you with your SecurCare contract number

3. Activate Your Support Contract

To activate a maintenance contract that you purchased through a reseller, please complete the [online web form](#). After completing this form, the RSA Customer Relations Desk will respond to you by email and provide you with your SecurCare contract number.

Note: You only need to complete this form if you are a new RSA customer who purchased support through a reseller. If you have a current support contract bought directly through RSA you do not need to complete this registration.

4. Become Familiar with Your Support Coverage

Review your RSA support contract to become familiar with its terms and conditions. Information about your support contract status is available through RSA Online, RSA's exclusive web-based order management portal for select RSA enterprise customers & partners or by calling [RSA Sales](#); RSA Sales will direct your call to the appropriate Inside Sales representative.

Note: Only enterprise customers and channel partners who purchase directly from RSA are eligible to access RSA Online. If you already have access, go to [RSA Online Login](#). To request access, go to [RSA Online Registration](#).

5. Register for RSA Training & Certification Services

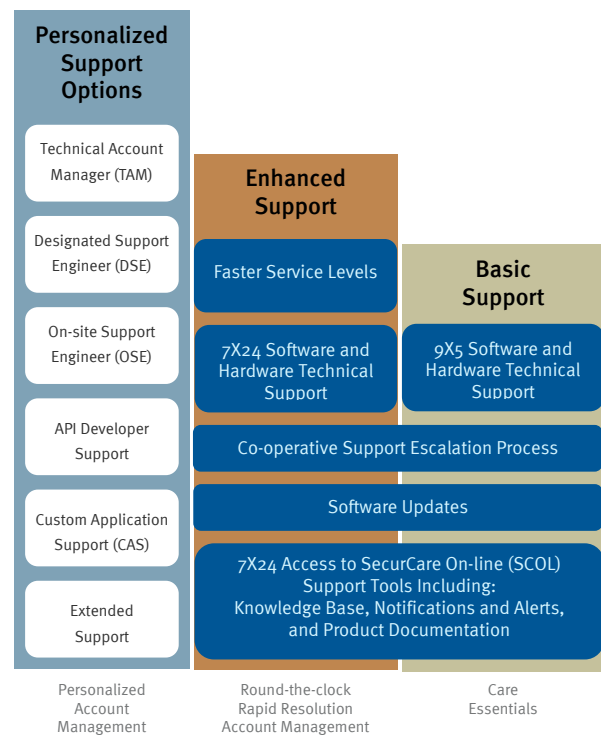
RSA Training and Certification can help you to learn new skills and get the most from your RSA solution-while avoiding issues that could affect productivity. RSA Training offers a number of classes, courses, programs and styles to fit just about any learning need. All of the RSA Training offerings are designed for hands-on learning and combine just the right mix of technology background and hands-on exercises to keep you on track. The maximum amount of

practical information is delivered in the shortest amount of time to keep your or your staff's downtime or out-of-office time to a minimum. If you have not already done so, we recommend that you review [RSA Training and Certification](#) offerings to determine which courses or certifications can benefit you and your organization.

Support Offerings

RSA Support Tiers At-a-Glance

In order to simplify the support for RSA products, RSA has three primary tiers of support: Basic Support, Enhanced Support and Personalized Support Options. The chart below summarizes these tiers.



RSA Basic Support

Basic Support provides assistance with installation and operations of RSA solutions and products and helps to resolve problems that are inconsistent with documented behavior. Basic support includes:

- 1. Telephone and e-mail support** - Technical support for your technical issues is available during 8am to 5pm, your local time, Monday through Friday. Our state-of-the-art support centers are staffed with highly qualified Technical Support Engineers with experience in RSA software and hardware technologies. See [Telephone and Email support](#) for contact details.
- 2. SecurCare® On-line** - You will have 24x7 access to [SecurCare Online \(SCOL\)](#) our on-line e-support center. SCOL provides web support, including on-line case management and an extensive knowledge base. Also, you receive a subscription to RSA SecurCare Notes, which impart support information proactively and help mitigate risk.
- 3. Software releases** - As a RSA customer, your entitlements include patches, maintenance and major releases of software updates and upgrades, which keep your systems current and protect your security investment.

RSA Enhanced Support

Enhanced Support is designed to meet the support needs of customers with business-critical systems. We are focused on minimizing disruption of your business critical systems that depend on RSA solutions and products by getting your systems up and running to the greatest extent possible. Enhanced Support extends Basic Support by adding the following features:

- 24x7 phone and e-mail support.
- Proactive review of migration plans.
- Faster service levels.

Technical Support is available by phone 24x7, 365 days of the year for Severity 1 and 2 issues only. Technical Support is available by email during RSA business hours, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday for all your issues. See [Service Level Objectives](#) and [Case Severity Levels](#) for details.

RSA Personalized Support Options

For many companies, information security demands a higher level of technical service and program oversight. That's why RSA offers personalized support options. These options are designed to complement RSA service contracts with access to technical experts any time, day or night, and provide customers with a strategic personalized support relationship. With RSA personalized support options, organizations can enjoy a support relationship with RSA that encompasses the entire product life cycle – from initial product integration to ongoing implementation.

The following personalized support options offer supplemental services that can be added to any new or existing RSA support contract:

Technical Account Manager (TAM)

You will have a dedicated technical account advocate. Your TAM is your trusted advisor within RSA for product-specific technical support issues and keeps you informed of ongoing support activity through knowledge-sharing, regularly scheduled review meetings and routine written and verbal communication. The TAM support option adds the following features in addition to Extended:

- An internal advocate who works with primary contacts at your organization
- A designated point of contact for escalations and technical account management providing frequent and focused communications and weekly reporting.
- On-site account reviews and personalized support to help develop a deep understanding of your RSA Infrastructure and business needs
- Priority support: access to subject matter experts and high-priority case handling.
- Ability to influence future product direction: RFE visibility, input into product road map and beta/early access programs.

Designated Support Engineer (DSE)

The DSE is there to meet the support needs of RSA's largest customers. The DSE provides specialized technical expertise and is personally accountable for ensuring fastest possible remote resolution to questions and problems for product-specific issues. Your DSE brings in-depth software expertise to your environment. The DSE support option adds the following features in addition to Enhanced Support:

- A single & direct point of contact for all your technical issues.
- Oversight of your technical support initiatives, troubleshooting problems and resolution of issues.
- Knowledge transfer to your staff.
- Combining in-depth knowledge of your environment with dedicated product line expertise.
- Bi-annual support of weekend migrations.
- Scheduled account reviews:

On-site Support Engineer (OSE)

Our OSE program is designed to supplement your in-house staff with a specialized, technical expert who will reside at a single customer production site for up to one year. Your OSE brings in-depth software expertise to your environment. The On-site Support Engineer support option adds the following features in addition to Enhanced Support:

- A dedicated single point of contact on-site.
- Specialized RSA product expertise on-site.
- Priority access to other senior technical resources at RSA facilities.
- Scheduled business reviews.
- Guidance on new releases and products.

Advanced API Support

To help you derive the maximum value from integration initiatives, RSA offers Advanced API Support that provides direct, on-demand contact with a RSA Advanced Technical Support Engineer. Our experts are available to you Monday through Friday from 8:00 a.m. to 5:00 p.m., your local time, excluding [RSA designated holidays](#), to help you better understand and make appropriate use of RSA's API calls and resolve integration issues related to RSA products during every phase of your development effort: planning, coding, testing and support.

Advanced API Support includes the following features:

- Support for All RSA APIs.
Remote telephone assistance for resolving customization-related questions and problems is available business weekdays, 8:00am - 5:00pm, local time except designated holidays. The Advanced API Support service encompasses all RSA-published APIs for each RSA product, including RSA SecurID authentication products, RSA Certificate Manager digital certificates, RSA Access Manager web access management and RSA Key Manager.
- In-Depth Guidance for Programming Issues.
RSA experts give you timely, accurate and complete information and assistance. They review the sections of your code that make RSA API calls and help you with ongoing support issues with RSA's software development kits (SDKs) and APIs. RSA professionals can also help you understand the customized tools, templates, utilities and sample code in those SDKs.
- Rapid Response.
Advanced API Support clients receive a response from an RSA Support Engineer within four business hours.
- Purchase of "Bank of Hours."
A "bank of hours" can be purchased in advance, delivered on an hourly basis during normal business hours throughout the year as needed.
- Direct Access to Developer Support Engineers.
If necessary, the Advanced Technical Support Engineer can escalate an issue (under defined circumstances) to the Developer Support Engineering team. This usually occurs if the engineer duplicates a product defect or determines that engineering skills are necessary to quickly isolate an urgent issue.

Custom Application Support (CAS)

If you have contracted with [RSA Professional Services](#) for custom application development, RSA Technical Support will provide this effective support offering based on the original custom application scope for an additional annual cost under a separate support contract. Most custom application work utilizes RSA toolkits and APIs. The Consulting Support Group within RSA Technical Support is the best suited to provide this support. RSA Professional Services includes Consulting Support Engineers during the custom application design process so that RSA can develop a custom application that is fully supportable.

When Professional Services delivers specifications and quotes for a custom software development project via a Professional Services Statement of Work, they will include a Custom Application Support Agreement. This support offering is available to you providing you are currently supported by RSA Technical Support under one of its [Basic Support Offerings](#). You are encouraged to purchase CAS, but are not required to do so.

CAS support hours are the business hours of the RSA Technical Support office in your region. The business hours for those offices are 8AM-5PM, Monday through Friday, for the time zone they are in, excluding RSA designated holidays. RSA Technical Support will only respond to your [Severity 1 \(S1\)](#) issues with an initial response time of four hours.

Extended Support

RSA software support duration policy specifies the support duration and end-of-service life based on the major releases of a product. At an additional fee, Extended Support may be offered for certain releases for customers requiring continued support after the Product EOSL. Extended Support adds the following benefits:

- Designed for regulated environments with high cost of re-evaluation.
- Provides flexibility for customers to plan upgrades and adopt new versions of RSA software.
- Designed for regulated environments with high cost of re-evaluation.

Accessing RSA Technical Support

There are two ways you can access RSA technical support to open a case: 1) logging into the RSA's SecurCare Online website or 2) calling your RSA Technical Support Center.

You are encouraged to open all cases on-line in order to state the question or problem in your own words; however, new cases created online will be created as Severity 3 (S3) issues. RSA's support contract defines the response time for a severity 3 issue as "next business day". If you have a severity 1 or severity 2 issue please call your local RSA Technical Support Center using the phone numbers available [here](#). The following information will assist you in accessing RSA technical support.

SecurCare® Online

[SecurCare® Online](#) is RSA's e-support system that provides unlimited access to a wealth of resources on the Web, 24 hours a day.

This easy-to-use, secure system is designed to offer you a fast, intuitive way to manage cases, locate technical support solutions, download current patches and bug fixes, access complete online documentation and more.

SecurCare Online affords you access to the same robust knowledge base as the RSA Technical Support team, ensuring that you can gain high-quality, practical solutions to real-world problems. And with the ability to download free patches and security fixes, you'll dramatically reduce the time and cost of maintaining your security solution for maximum protection. We also offer downloads of full RSA software upgrades to most RSA products, and we will add other products as they become available.

SecurCare Online also keeps you up to date on the latest news from RSA Technical Support:

- [RSA SecurCare Notes](#). RSA's automatic e-mail notifications include announcements of the latest software releases, updates or other important news.

- **RSA SecurCare Alerts.** These are sent in the same way as RSA SecurCare Notes, but serve as up-to-the-minute security alerts, notice of hot-fix releases, regular patch releases and other pertinent RSA Technical Support information.
- **RSA SecurCare Notes & Alerts Subscription.** To subscribe to SecurCare Notes & Alerts, you must be a registered user of RSA SecurCare Online (click on [register for SecurCare Online](#)). Once registered, go to [RSA SecurCare Notes & Alerts](#) and place a check mark next to the product(s) you would like to be notified about. To unsubscribe, remove the check mark. Clicks submit to update your subscription.

Important Notes:

1. Access to RSA SecurCare Online's knowledge base, documentation, downloads and Notes & Alerts features is restricted to the following:
 - Customers who have an RSA product covered under a maintenance contract,
 - Customers who have an RSA trial product (this does not include two user demos).
 - RSA SecurWorld™ Partners – access and solution level partners only. For details on the SecurWorld Partner Program, [click here](#).
 - Secured Partners technology partners who are members of the RSA Secured Partner program. For details on the Secured Partner program, [click here](#).
 - RSA employees.
2. Access to RSA SecurCare Online's case management feature is restricted to the following:
 - Customers with SecurCare contracts whose support & service is provided by RSA directly.
 - RSA SecurCare providers – technically certified members of the SecurCare Service Provider program (applies to non-U.S. partners only).
 - If you are an RSA Consumer Solutions customer please contact the appropriate [support center](#) to register for RSA SecurCare Online.

2. For RSA Identity Verification from Verid call 800-995-5095 (toll-free) or email [Verid Technical Support](#).

3. For all other RSA products:

- Americas
Toll free: 1- 800-995-5095
E-mail (only during Americas' business hours, 8 a.m. to 5 p.m. Boston, MA time): [Americas Technical Support](#)
- Europe, Middle East, Africa (EMEA)
Toll free: 00800 RSA 49000
E-mail (only during EMEA business hours, 8 a.m. to 5p.m. London, UK time): [EMEA Technical Support](#)
- Asia Pacific (AP)
Toll free: +800 7221 7221
E-mail (only during AP business hours, 8 a.m. to 5p.m. Sydney, AU time): [Asia-Pacific Technical Support](#)
- For all other RSA locations see [Contact Phone Numbers](#).

Telephone and E-mail Support

Can't find what you need on SecurCare Online? Get personalized telephone and e-mail support through our global support centers:

1. For RSA Data Loss Prevention Suite products (formerly Tablus Content Sentinel and Content Alarm) call 800-995-5095 (toll-free) or e-mail [Tablus Technical Support](#).

Case Management Process

Resolving technical problems and questions requires a partnership between you, the customer and RSA support staff. This section focuses on actions you can take to expedite your support experience and will guide you through the RSA case management and resolution process, providing helpful hints to optimize your support experience.

Before Placing a Support Call to RSA

- 1. Define the question/problem.** Clearly state the question/problem, providing specific information such as RSA product involved, problem symptoms, frequency of occurrence and business impact.
- 2. Identify possible sources of the problem.** Examples: system (hardware, software and network) changes and upgrades; introduction of new applications or processes into system environment and recent configuration changes. Note any known steps that led to the failure, whether or not the problem can be recreated.
- 3. Gather environmental and product information.** Identify and provide all RSA product information and relevant environment information such as operating system, networking components and levels of software that were running when the problem occurred.
- 4. Gather diagnostic information.** Gather and provide diagnostic information such as error messages, error logs, storage dumps, traces and diagnostic documentation. This will aid in problem isolation.
- 5. Check self-service resources on RSA SecurCare Online.** The fastest way to answer a question or resolve a problem is to access [SecurCare® Online](#), which is available to all customers with a valid support contract 24 hours a day, 365 days a year. Many questions and problems can be resolved via self-service resources such as product documentation, support notes, technical alerts, white papers and bug information. We strongly encourage customers to make use of these resources and provide feedback on areas where we can expand and improve their value.

Placing a Support Call – What to Expect from RSA

When you place a support call to RSA Technical Support, RSA's customer relations desk (CRD) logs your problem using its call management software and creates a record of the problem, a case; assigns a unique reference number to the case and provides this number to you as an acknowledgement. This section explains what you can expect when you contact the CRD to open a case for technical assistance

Specific information will be requested from you:

1. Your company site ID, name and address.
2. Your or your authorized technical contact's name and confirmation of phone number and email address.
3. Your RSA product identification: serial number for hardware component, Host ID for Appliance hardware, and/or serial number of software.

A support entitlement check will be conducted:

1. Your RSA product must be covered by a current support contract or warranty; warranty is only applicable to hardware products.
2. RSA Customer Relations Desk and Technical Support Engineers will validate your entitlement is current.
3. Exceptions: should the entitlement fail or you require a higher level of support (24x7 for example) billable services will be offered.

Detailed problem/question information will be requested from you:

1. **Problem statement or question.** Clearly state the question or problem, providing specific information such as problem symptoms, frequency of occurrence, etc.
2. **Product and environmental information.** Identify and provide all relevant product environment information, such as operating system, networking components and levels of software that were running when the problem occurred.
3. **Other background information.** Identify and provide possible sources of the problem such as system (hardware, software and network) changes and upgrades; introduction of new applications or processes into system environment, recent configuration changes and any known steps that led to the failure, and whether or not the problem can be recreated.

4. *Diagnostic Information*; gather and provide diagnostic information such as error messages, error logs, storage dumps, traces and diagnostic documentation as this will aid in the problem isolation.
5. *Other support information* as requested by RSA Technical Support.

Your business impact and case severity of the problem will be determined:

1. You will be asked to state the business impact of the problem, which will aid in Case Severity assignment. [Case severity definitions](#) consider both the technical as well as the business impact of your problem. Proper severity assignment ensures priority allocation of RSA technical resources where necessary, and ensures like effort by your staff.
2. The severity level of your case will be adjusted downward as the problem is mitigated or if you or your authorized technical contact does not engage in like effort.
3. The RSA Customer Relations Desk staff will indicate when you should expect a call back.

Important: The CRD will verify your technical contact's eligibility for support and your product serial or license number before opening a case. Technical contacts not previously authorized as eligible contacts will be advised to seek the assistance of a previously designated authorized technical contact and if the product serial or license number cannot be validated they will be allowed to open a "per-incident" case with a valid credit card.

A Support Case will be opened for you as result of:

1. *Your product is identified.* Product identification allows us to route your case to the appropriately skilled RSA technical team.
2. *Your Support entitlement and problem severity is verified.* We make the best effort to direct connect you to a Technical Support Engineer during our normal business hours, 8 a.m. to 5 p.m., Monday through Friday, if you have current [Enhanced](#), [TAM](#) or [DSE](#) support coverage or when you are experiencing a [Severity 1](#) situation.
3. **HARDWARE ONLY:** "Replacement Unit" required; a part shipment request (RMA) is initiated.

Case Resolution Process

Queue-based call-back support and Service Level Objectives (SLOs). RSA utilizes a call-back model to manage all support cases on a first-in, first-out basis for most support tiers and severity levels. Initial response is based on your support coverage and associated SLOs. We make the best effort to direct connect you to a Technical Support Engineer during our normal business hours, 8 a.m. to 5 p.m., Monday through Friday, if you have current [Enhanced](#), [TAM](#) or [DSE](#) support coverage or when you are experiencing a [Severity 1](#) situation.

Problem triage: "framing the problem". RSA's support staff will evaluate the information you provide during [initial response](#) and investigate potential solutions or answers. The assigned Technical Support Engineer will engage other resources if necessary for further problem isolation and resolution.

Case Relief. Based on the information collected during problem triage, the Technical Support Engineer's next task is to provide "relief" for your problem. Relief, as related to your RSA support case, is defined as the answer to your question or, in the case of a product defect, a temporary fix, a work-around (configuration changes, temporarily turning off non-critical product functionality) or an action plan to get your product up and running. In the event relief cannot be determined during [initial response](#), research will continue off-line and will include additional research and testing.

Once relief is provided, RSA Technical Support will downgrade the severity of your case. The relief provided to your problem may also be the solution that you confirm resolves your problem and your case will be closed. See [criteria for closing cases](#) for more detail.

Case resolution. If relief is delivered and it has not resolved the problem, the RSA Technical Support Engineer will continue research until case resolution is found and delivered and you confirm that it resolves your problem, at which time your case will be closed.

Case Resolution as related to your RSA support case, is defined as a permanent solution to your problem. A permanent solution may be available as a fix or patch and for some cases a permanent solution may be available in the next patch or release. Also, custom fixes or work-arounds may be developed to circumvent a product defect that will not be included in future patches or releases; in such cases, these fixes and workarounds will be considered a permanent resolution by RSA Support.

Case Escalation Process

RSA provides an open Technical Support organization – you are encouraged to voice concerns or complaints directly to the Technical Support management team. Roles and contact details for each manager in worldwide Technical Support can be provided on request, or you can simply call an [RSA Technical Support Center](#), provide the case number and ask to speak with a manager.

To resolve customer issues RSA uses a four-level process based on the severity of the case (explained above) in conjunction with an automatic review process. This resolution process includes the customer relations desk, systems support, advanced technical support and engineering teams.

1. Customer Relations Desk

The first support level is the CRD. The CRD verifies customer information, support entitlements, license inquiries, software shipments, etc.

2. Systems Support Team

For issues requiring technical support, the case is sent to the second support level, the systems support team, and is assigned to a Technical Support Engineer. If the issue is severity 1 and you have Enhanced, TAM or DSE support coverage, every effort is made by the CRD to do a live handoff to the assigned Technical Support Engineer, rather than calling back.

3. Advanced Technical Support

Automatic escalation to the third support level, ATS, happens in the following situations:

- The issue is determined to be a product defect.
- The case remains open after a certain number of days (this varies with the location of the Support Center).

- It is clear that an advanced product skill set is required in order to make timely progress on the issue.
- Management intervenes. A formal communications process conveys the daily status of the most urgent issues (hot issues) to affected customers.

4. Continuing Engineering

Escalation to the fourth support level, continuing engineering (CE), occurs if ATS reproduces a product defect or determines that engineering skills are necessary to isolate an urgent issue in a timely fashion. The priority of the work done by CE is jointly agreed to between ATS and CE. A weekly oversight meeting between ATS and CE ensures forward momentum on all customer-reported product defects and hot issues.

Product repairs made by CE are provided in the form of a hot-fix that is built on the most recent product patch. Hot-fixes do not receive extensive QA testing. Testing is limited to verifying that the reported issue is repaired. RSA Engineering has a routine process for rolling up all hot-fixes into a patch kit, which then receives a full QA cycle.

Escalation Guidelines

The case escalation process is designed to be as transparent as possible and includes the involvement of the RSA Technical Support management team. When you place a support call to RSA Support, RSA Support opens a case and provides the case number to you as an acknowledgement. The case escalation clock starts ticking once this acknowledgement is delivered to you.

After-hour escalations involve a duty manager; this responsibility rotates among RSA Technical Support Managers in the Americas, EMEA and AP Support Centers. Escalation of customer issues may include the Director of Americas Technical Support, the Director of International Technical Support, or the Vice President of Worldwide Technical Support, if the situation dictates.

Criteria for Closing Cases

Your case(s) will remain open until one of the following events occurs:

- We have provided you with a solution that you have confirmed resolved the problem.
- You or your authorized technical contact asks us to close a case.
- A work-around is provided.
- If a bug is identified, activity on your case is suspended until a release containing the fix is available. Once the bug fix is available, we will deliver it you and confirm with you that the problem is resolved.
- Another supplier or third-party solution is identified.
- A documentation bug has been submitted to RSA Engineering.
- A RSA Technical Support Engineer has left three or more phone or e-mail messages over a one-week period requesting contact and has not received a response.
- The issue is outside of the scope of RSA Technical Support and we have directed you to the appropriate resource.
- Your issue is determined to be a desired feature that is currently not in a RSA product. This type of case is converted from an open support case to a request for enhancement (RFE) and submitted to RSA Engineering. A letter is then sent to you letting you know that your issue is being considered as a possible RFE and your case is closed.

Mutual Resolution Commitment for Severity 1 (S1) Cases

If you encounter a serious problem and open a severity 1 case, RSA Technical Support's objective is to provide [relief](#) to help you get your system up and running again to the as quickly as possible to minimize disruption of your business processes.

RSA Technical Support will apply all appropriate resources 24x7, utilizing a follow-the-sun process for our customers with Enhanced, TAM or DSE contracts. It is critical that you are willing and able to apply the necessary resources towards this objective. RSA Technical Support reserves the right to downgrade the severity of the case as solutions are provided that lessens the problem impact or in situations when your authorized technical contact does not engage cooperatively in resolution efforts.

Follow-the-sun Support

To ensure that every RSA Enhanced, TAM or DSE customer in every time zone has access to top-notch support at any time of day, we have established several Technical Support Centers, equipped with call-handling/queuing technology and comprehensive labs that enable us to replicate your environment and reproduce any recurring issue you're dealing with.

We have strategically positioned those support centers in the eastern and western Americas, Australia and the U.K. to ensure that you have continuous coverage, around the clock, around the world. With our follow-the-sun model, we hand off severity 1 cases to colleagues around the world to ensure that an RSA Technical Support professional is continuously working on your support issue throughout your day and night.

On-site Support

There are times when it may become necessary for an RSA Technical Support Engineer to visit a customer's site in order to resolve a problem. The need for a site visit is evaluated on a case-by-case basis by the RSA Technical Support Management team. Other site visits can be arranged by request through [RSA Professional Services](#) or [RSA Sales](#). Dispatching a Technical Support Engineer or RSA Professional Services support representative will occur once a signed agreement has been entered into between you and RSA Technical Support or Professional Services. This agreement shall be detailed within a statement of work.

RSA Support Responsibilities

During the term of your annual support contract, RSA Technical Support will exercise commercially reasonable efforts to track your issues through use of RSA's case tracking system and correct any problem reported by you or your [authorized technical contact\(s\)](#) in the current unmodified release of RSA software and hardware products, according to the case severity level.

RSA Technical Support has no obligation to provide technical support and may require you to engage RSA consulting

and/or professional services for the following, except as noted:

1. Installation; RSA support engineers will respond to your installation questions and provide limited installation guidance; however, RSA support engineers will not guide you through step-by-step installations or provide remote installation assistance for RSA products that require scripting.
2. Development of, writing and debugging scripts for, API, and/or other custom code.
3. Data recovery from corrupted media.
4. Bugs in unsupported product releases.
5. RSA Technical Support is not structured to address questions on performance, consulting or extensive configuration questions
6. Case work outside your purchased support contract performance goals.
7. Support of any software other than the specified line of RSA software and hardware products.
8. Support for versions of RSA software or hardware not covered by RSA's then-current versioning policy.
9. Assistance with problems caused by customer's negligence, abuse or misapplication; use of RSA products other than as is specified in the product documentation or other causes beyond the control of RSA; any other problem that is excluded under RSA's standard maintenance terms or problems caused by any hardware and/or software not supported by RSA.

Your Responsibilities

The following are responsibilities that RSA Technical Support expects of its customers. To ensure that your problem or question is resolved as promptly as possible, please be sure you have met these responsibilities before you contact RSA Technical Support:

1. You should operate your software and/or hardware at the supported version as advertised on [RSA's SecurCare Online](#) support website. Upgrades are available free of charge for products covered by an active support contract. If you do not have a support contract contact [RSA Sales](#).
2. You should thoroughly review all product documentation before you contact RSA Technical Support for assistance. Documentation for products is available on [RSA SecurCare Online](#).
3. You should use reasonable efforts to isolate, document and report errors in your software or hardware to RSA Technical Support.

4. When you place a support call to RSA Support, RSA Support opens a case and provides this case number to you as an acknowledgement. You should provide the [required support information](#), mentioned previously, to RSA Technical Support before we assign a case number.
5. You should follow RSA best practices guidelines, which include maintaining an on-site disaster recovery for each hardware and software product, to enable RSA Technical Support to restore the hardware and software with your configuration.
6. You agree to not install any third-party, non-certified software or modify the existing hardware and software without notification to and authorization by RSA Technical Support. It is crucial to maintain accurate records of your existing environment.

Customer Satisfaction

RSA's commitment is to provide support that:

- Is seen as best-in-class,
- Meets or exceeds terms and conditions of active support contracts,
- Is a defined process for call handling and escalation,
- Provides labs in each geographic region to duplicate and solve customer problems and
- Delivers a high level of customer satisfaction, which is evaluated by customer satisfaction surveys.

The worldwide Technical Support organization uses customer satisfaction surveys to identify areas of opportunity and to reinforce our successful behaviors:

- E-mail surveys. You or your authorized technical contact receives an e-mail survey after we mutually agree that we have resolved your problem to your satisfaction.
- Printed surveys. You receive surveys through regular mail in which you can comment on our products and services beyond Technical Support.
- Online comments: you can send comments regarding RSA SecurCare Online, our web self service, through a [feedback form](#).

Case Severity Levels

Case severity levels are assigned during case creation. Severity assignment will be validated with you and is based on the technical and business impact of the problem as outlined below. RSA Support may upgrade or downgrade the severity of your Case depending on developments during the [case resolution process](#).

For example, if available, a temporary resolution may be provided to mitigate the material impact of a given problem resulting in the reduction of the severity of a case. Severity levels will also be adjusted downward as the problem is mitigated or if you, the customer, do not engage in like effort.

Case Severity Levels - All RSA Products		
Case Severity	Definition	Examples
Severity 1 (S1)	Critical: Severe problem preventing customer or workgroup from performing critical business functions.	<ol style="list-style-type: none"> 1. Production system crash or hang. 2. Production data corruption (data loss, data unavailable). 3. Production systems significantly impacted, such as severe performance degradation. 4. Production system and/or data is at high risk of potential loss or interruption. 5. Production system work-around is required immediately. 6. Time critical production cut-over impacted.
Severity 2 (S2)	High: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.	<ol style="list-style-type: none"> 1. Production system adversely impacted. 2. Non-production data corruption (data loss, data unavailable). 3. Non-production system crash or hang. 4. Non-production system and/or data are at high risk of potential loss or interruption. 5. Non-production system work-around is required immediately. 6. Development system(s) is inoperative.
Severity 3 (S3)	Medium: Customer or workgroup performance of job function is largely unaffected.	<ol style="list-style-type: none"> 1. Production or development system has encountered a non-critical problem or defect. 2. Questions on product use.
Severity 4 (S4)	Request: Minimal system impact; includes feature requests and other non-critical questions.	<ol style="list-style-type: none"> 1. No customer business impact. 2. Requests for enhancements.

Service Level Objectives

RSA has established guidelines for initial technical response, ongoing work effort and communication frequency based on contracted support coverage and issue severity, as noted below. The following Service Level Objectives (SLOs) are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee regarding RSA support resolution efforts.

Important: You may be required to provide appropriate access to your production system; any access delay may impact RSA's attempt to provide relief¹ within the targets specified.

SLOs - RSA Products (excluding Consumer Hosted Services)				
Support Level	Severity	Initial Response	Work Effort	Communication Frequency
B A S I C	1	2 hours (9x5)	Continuous 9X5 during customer business hours only ² until Relief ¹ identified.	Once per day (business day only).
	2	4 hours (9x5)	Daily, during customer business hours only ² .	Once every 2-3 days (business day only).
	3	8 hours (9x5)	Weekly during customer business hours only ² .	Once a week.
	4	12 hours (9x5)	Every other week during business hours ² .	Once a month.
E N H A N C E D	1	1 hour (24x7)	Continuous 24x7 until Relief ¹ identified.	Every 3-4 hours, 7 days/week.
	2	3 hours (24x7)	Daily, during customer business hours ² .	Once per day, business hours.
	3	4 hours (9x5)	Weekly during customer business hours only ² .	Once a week.
	4	10 hours (9x5)	Every other week, customer business hours only ² .	Twice a month.

SLOs - RSA Consumer Hosted Services			
Severity	Initial Response	Work Effort	Communication Frequency
1	15 minutes (24x7)	Continuous 24x7 until Relief ¹ identified.	Every 3-4 hours, 7 days/week.
2	1 Hour (24x7)	Weekly, 9x5.	Once per day, during business hours ² .
3	1 Business Day	Weekly during customer business hours only ² .	Once a week.
4	2 Business Days	Every other week, 9x5.	Twice a month.

Foot Notes:

- Relief is defined as an intervention that restores product operations, as mutually agreed to with the customer. For example:
 - A solution or work-around has been provided to resolve the product system issue.
 - A solution or work-around has been provided to resolve the product system issue.
 - The customer's production system is operational and the customer is able to perform business critical operations that pertain to the RSA solution.
 - The issue has been isolated to an issue that does not involve the RSA solution.
 - The issue has been isolated to an issue that does not involve the RSA solution.
- Available weekends and evenings on a cost and material basis per customer request.

Hardware Replacement

If fault is determined to be hardware, then RSA will initiate its return material authorization (RMA) process to replace the failed hardware component providing that you have a current support contract. RSA requires the model number, serial number, requested log files and failure information of your hardware component before the RMA process is initiated.

Important: Shipment of Hardware replacement does not follow the service definitions given in the table above; shipment shall be determined based on the product and RSA's RMA policy, and/or a sub contract appended to your support contract. . RSA Technical Support will send you the following two items:

- Replacement hardware, shipped postage paid priority to the address that you provide.

- An e-mail containing return shipment instructions and an electronic return shipping label for the hardware that you are returning.

Important: Hardware returns must be shipped to the address provided in the e-mail. No goods will be accepted for exchange or return without a pre-approved RMA number. The original hardware must be shipped back within 15 days of receiving the replacement or you will incur a replacement charge equal to the original value of the hardware.

RMAs are handled by our head office, which is located in Bedford, MA (Americas Eastern Time zone) and our Shannon, Ireland office (Western European Time zone). RMA requests approved between 12:00 a.m. and 4:00 p.m. in either time zone are shipped on the same business day. After 4:00 p.m. the replacement hardware is shipped on the next business day. All RMA requests are processed on the business day on which the request was received, excluding [holidays](#).

Replicating Technical Issues

RSA Worldwide Technical Support maintains labs in each geographical location for the purpose of duplicating your issues, if necessary. The labs consist of various hardware platforms, web servers and third-party hardware/ applications. The lab is also used as a training ground for new products or for employees to learn new technologies. The labs are managed and maintained by Worldwide Technical Support and they reside on a separate network from the corporate backbone. Each Technical Support employee has systems in their work area connected to the lab as well as remote access to all Worldwide Technical Support labs. The labs are the responsibility of the local Technical Support manager.

RSA Worldwide Technical Support makes every effort to duplicate customer problems. There are times, however, when we are unable to generate equivalent system or network loads or customer network configurations. When this happens, Worldwide Technical Support gathers all pertinent information, including customer log and debug files, before escalating to RSA Engineering. The ATS team has direct access to RSA Engineering, which both consults and engages developers to repair product defects. RSA Worldwide Technical Support and RSA Engineering work together as a team to bring timely resolution to customer reported problems and strive to maintain a high level of customer satisfaction.

Support on Third-party Products

RSA Technical Support will make every reasonable effort to help you get a resolution to your third-party vendor problem within standard resolution time goals. Your case is kept open until the resolution is delivered to you or it is determined that we cannot control the third party issue, at which time we will inform you that we are not able to resolve the issue and the case is closed.

In cases where RSA Engineering has contracted a third party to develop a product or a component of a product, RSA Engineering remains the escalation point for Worldwide Technical Support. RSA Engineering maintains the relationship with the third party and provides Worldwide Technical Support with a resolution (hot fix or patch) to a customer problem. RSA Engineering is also responsible for providing training or knowledge transfer on any product they develop or represent.

When RSA has certified a third-party product as interoperable with an RSA product, Worldwide Technical Support receives training and an Implementation Guide from RSA Secured® Partner Engineering. These guides are available on [RSA Secured Partners Solutions Directory](#) web page and [RSA SecurCare Online](#).

RSA Secured Partner Engineering is the focal point for any customer escalation related to a certified partner product. Partner Engineering maintains a lab at our Bedford facility. This lab is used to certify partner products. Re-certification of a third-party product is conducted by Partner Engineering and is generally the result of an upgrade to either the partner product or an RSA product. If appropriate, a new or updated Implementation Guide is provided and posted.

Product Releases

Product Release Types

To request a software upgrade, go to RSA's [Request a Software Upgrade](#) website. Three types of product releases are made available and supported by RSA:

Release Type	Name	Characteristics
Major	Example: 7.0 or 7.1	Significant modifications or improvements to the software that are designated by a progressing of the 1st digit of the version release number; and are generally made available by RSA to its customers under valid support contracts.
Maintenance	Example: 4.1 to 4.2	(i.e.) and "Patch Releases" (i.e. v4.1.1 to v4.1.2) mean enhancements, improvements or upgrades to the software that (i) are designated by a progressing of the 2nd or 3rd digit of the version release number as applicable; and (ii) are generally made available by RSA to its customers under valid support contracts.
Hot fix/patch	Example: 6.1.2.148	Bug fixes to resolve urgent issues.

RSA Support Policies

RSA Business Hours

RSA Business Hours	
Americas Technical Support Center located in Bedford, MA, US.	Monday – Friday, 8:00 a.m. to 5:00 p.m.* Local Bedford, MA Time except for designated holidays.
EMEA Technical Support Centre located in Bracknell, UK.	Monday – Friday, 8:00 a.m. to 5:00 p.m.* Local Bracknell, UK Time except for designated holidays.
Asia-Pacific Technical Support Center located in Sydney, AU.	Monday – Friday, 8:00 a.m. to 6:00 p.m.* during Daylight Savings (Summer) Sydney local time and 9 a.m. – 7 p.m. during Standard Time (Winter) Sydney local time, except for designated holidays.

Note: Calls outside these hours are handled by an open RSA Technical Support Center. Support is available after hours with an Enhanced (24x7) support contract or a Basic (9x5) support contract with acceptance of the After Hours Support option.

RSA Holiday Schedule

RSA is closed on the holidays listed on the web page at [RSA Company Holidays](#).

Note: Support on designated holidays is available to RSA customers with an Enhanced Support contract (and RSA SecurCare® customers who pay for after hours support).

Support Contract Term and Renewal

Unless otherwise noted, RSA support contracts have a one year term. RSA will automatically provide notification to you for renewal of your current support contract at least thirty (30) days in advance of its expiration date.

You are entitled to the support programs and services while your support contract fees are current. Support fees apply to any renewal period and will be determined on an annual basis at the time of renewal.

Important: Support contracts for RSA acquired companies and products that are valid at the time of acquisition remain in effect until they expire and will be renewed to the equivalent RSA support contract.

Renewal after Lapse

If there is a lapse in the software support term, RSA will reinstate your support only after you pay all then-current back fees, annual fees going forward and a commercially reasonable lapse administration fee.

Purchasing Support

RSA offers a full suite of technical support and upgrade options to help mitigate risk and maximize the long-term value of your RSA solution. To purchase a support contract contact [RSA Sales](#).

Warranty

RSA SecurID® Tokens

RSA warrants all RSA SecurID tokens for the purchased lifecycle up to six months from expiration. Tokens will be replaced without charge if they no longer operate properly because of problems in materials or workmanship. Tokens will not be replaced without charge if damaged through neglect or abuse.

Your warranty does not cover damage, i.e. bent cases, damage by liquid, etc. A pants pocket or back-pocket wallet is not a good place to carry a RSA SecurID card. Similarly, storage on a car dashboard or in a glove compartment can subject the token to temperature extremes. Although reasonably rugged, RSA SecurID tokens should be treated with as much care as any precision device. For detailed coverage and tips on token storage, usage and care, inventory management, secure distribution and administration, and user responsibilities, refer to your instruction manual.

To request a Token Replacement go to [RSA SecurID Token Warranty Replacement Service](#) on the RSA website.

Authorized Contacts

Authorized contacts are your organization's primary tech support interface to RSA Technical Support. While only your authorized technical contacts may open a case with RSA Technical Support, there is no limit on the number of people who may be designated by you as authorized technical contacts and who can register for access to SecurCare Online.

Authorized technical contacts also need to have a basic understanding and access to expertise in the tasks related to administering and trouble-shooting your infrastructure technology such as, but not limited to, operating systems, application servers and databases.

System Hardening

System Hardening is not a standardized industry process. Therefore RSA Technical Support will make its best effort to try and determine why your particular configuration will not work. One of the first steps in the case resolution process could be to ask you to go back to a standard operating system configuration and apply the hardening steps one at a time in order to reveal where the incompatibility or problem occurs.

To increase efforts on your case, RSA technical support highly recommends that you engage [RSA Professional Services](#) who will dispatch a Professional Services support representative to your site to progress trouble-shooting your case on your replicated test environment. Dispatching a Professional Services support representative will occur once a signed agreement has been entered into between you and Professional Services. This agreement shall be detailed within a statement of work.



About RSA

RSA, the Security Division of EMC, is the premier provider of security solutions for business acceleration, helping the world's leading organizations succeed by solving their most complex and sensitive security challenges. RSA's information-centric approach to security guards the integrity and confidentiality of information throughout its lifecycle – no matter where it moves, who accesses it or how it is used.

RSA offers industry-leading solutions in identity assurance & access control, data loss prevention & encryption, compliance & security information management and fraud protection. These solutions bring trust to millions of user identities, the transactions that they perform, and the data that is generated. For more information, please visit www.RSA.com and www.EMC.com.

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RSA

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