

SEP Support Services and Definitions

(Effective for purchase or renewal from 01-03-2015)



Introduction

SEP AG and its affiliates offers different support levels for customers, partners and potential customers.

This document will detail important terms and definitions that apply to the SEP support offerings that we extend to users. All support services will be described in detail below.

SEP AG strives to deliver backup software that configures supported systems in the most simple and efficient method possible.

Users receive the the highest quality support from SEP AG, its affiliates, and trained Partners/Resellers. SEP AG provides free support during the initial trial period, however, please note comprehensive customer support is only available to customers that have a current signed support and maintenance agreement.

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Obtaining Support for SEP sesam

Customers with valid maintenance agreements can contact SEP support in the following ways:

1. Create an electronic ticket using the SEP OTRS system

Register the ticket by entering your customer number and your unique password at <https://support.sep.de/otrs/customer.pl>

2. Send an e-mail using your customer number to support@sep.de

The e-mail is automatically entered into the SEP ticket system. You can view your ticket's status and updates by logging into <https://support.sep.de/otrs/customer.pl>

3. Call the SEP hotline

In the event there is a situation with the severity level "Critical" outside of the official support timeframe, support can be reached via our Hotline:

Telefon: +49 (0)700 737 7877678 (+49 (0)700 SEP SUPPORT)

SEP sesam Download and Supported HW/SW

Software Download

All SEP sesam software components are available at:
<http://www.sep.de/de/download-support/download/>

SEP sesam OS and Database Support Matrix

Information regarding SEP sesam support for Hardware Platforms, Operating Systems, Groupware solutions and database offerings and their relevant versions can be found at:
http://wiki.sepssoftware.com/wiki/index.php/SEP_sesam_OS_and_database_support_matrix

SEP sesam supported Storage Hardware

SEP sesam uses the drivers provided by the Operating Systems and hardware manufacturers. This means that any device recognized by the operating system is supported by SEP sesam. A list of verified hardware supported by SEP sesam can be found at:

<http://www.sep.de/de/download-support/storage-hardware/>

General Explanations and Term Definitions

Business hours for SEP AG

Monday to Friday 09:00 to 17:00 o'clock (CET)
 Exceptions: National German Holidays

Availability of Support Staff

Demo-Support:

Availability: Monday to Friday 09:00 to 17:00 o'clock (CET)

Contact possibilities: Online SEP support portal and SEP hotline
 +49 (0)700 7377877678

SEP Support:

Severity Level	Critical (Severity 1)	Major (Severity 2)	Minor (Severity 3)	Cosmetic (Severity 4)
Response time	4 hours	8 hours	12 hours	12 hours
Support hours	24 x 7	10 x 5 8 a.m. - 6 p.m. (CET/CEST) Monday - Friday	8 x 5 9 a.m. - 5 p.m. (CET/CEST) Monday - Friday	8 x 5 9 a.m. - 5 p.m. (CET/CEST) Monday - Friday
Contact through	SEP hotline +49 (0) 700 737 787 767 8	Online SEP support portal or SEP hotline +49 (0) 700 737 787 767 8		

Emergency Call: 7 x 24 SEP Hotline +49 (0)700 7377877678
 In the event there is no valid SEP Maintenance contract in place, the following form must be completed:
<http://www.sep.de/de/download-support/support/support-im-notfall/>

Demo- New Customer Support Available upon agreed appointment and completion of the following form <http://www.sep.de/de/download-support/support/>

Severity: Classification and Support Questions

Critical (Severity Level 1) In the event of an enterprise disruption that halts production or otherwise impedes the performance of business and where no other alternative or workaround exists, this is classified as Severity Level 1. In this event, only restores or re-creation of affected environments can be performed. This event occurs after the initial installation and test phase for production topologies and will be Severity Level 1 (Critical).

The situation must have the following characteristics:

- Without a successful restore of data, no business activity is possible.
- Restores from older backups create the same problem or are not relevant enough to allow normal business operations.

Major (Severity Level 2) Important functions within the company cannot be completed (e.g. important data is no longer available or performance issues have been detected). The disruption affects important business processes and no acceptable alternative can be implemented. The enterprise is working but at a reduced effectivity level. This event occurs after the initial installation and test phase for production topologies and will be Severity Level 2 (Major).

Minor (Severity Level 3) A partial, non-critical loss of production and functionality in the customer environment has impacted on-going business. The company can function at a normal level. Short-term assistance is available but for a limited period.

Cosmetic (Severity Level 4) Questions regarding technical functionality, navigation, installation or configuration. Problems or errors affecting a smaller group of users. Acceptable solution (workaround) available.

SEP Maintenance

Requirements for SEP Maintenance and SEP Support

To receive support in the event of an error in the SEP sesam application, you must have a valid and current support contract. In addition, the newest version of SEP sesam and, when needed, all current patches need to be in place. Further, all operating systems and applications, (e.g. VMware and Oracle), supported by SEP sesam, should also be at the current level.

By necessity, all virus scanning software should be disabled or, in extreme situations, be removed from the environment. Further, it must be possible to deactivate firewalls when necessary. This is required to ensure that any issues are not due to other software problems.

To enhance our response times, SEP should be granted remote access by using the following tools: (SEP TeamViewer, Web Service Tool, SSH, RDP, etal.). In the event that remote access is not possible response times can be negatively affected.

Definitions

Support Services

Support Services are defined as communication methods, supported applications, reaction times and the response times for the technical support provided for usage and configuration questions.. For all of these services, a current upgrade service must be in place.

Customer ID = Login for the SEP Ticket system

SEP Certificates include the customer number (ID), required for support requests.

SEP License ID

SEP certificate includes the SEP License ID. This ID definitively describes a SEP sesam environment per Backup Server. The ID will remain unchanged even in the event of a modification of server information, IP Address or Name and serves as reference for the SEP License file (sm_lic.ini).

Incident / Support Reporting / Call

One Incident/Call is a support call applicable to a technical or usage issue. Once a support call has been initiated it counts as one incident until solved. If the same issue arises again due to user error, it will count as a new support call.

Report timeframe

The timeframe in which the customer/ licensee has to report an error or support problem or question to SEP AG.

Reaction time

The reaction time is calculated as the time between the receipt of the error message by SEP AG in the initial response from a SEP employee.

Remote Support

To ensure rapid analysis and support for a reported problem it is imperative for the user to provide remote access to the customer environment. This access can be provided in a variety of methods, e.g. (Web Service Tool, SSH, RDP, etal.).

Term

Maintenance contracts with SEP AG are normally for 12 months and typically begin from the day of installation when backups are active and working properly.

SEP Support - Definitionen und Leistungen

BSR Windows/BSR Linux

Support for Bare System Recovery for Windows and Linux.

Support Call ID

The use of the assigned Call ID is required when any support communication is instigated (e.g. telephone communication, sending log files, or further responses). The Call ID is issued upon acceptance by the SEP support team as a valid support call.

Information Required for a Support Request

To ensure that our support staff can assist the user, we need to receive the pertinent information to catalog, categorize, and begin work. The following data is required for every request:

- Type or classification of request, and date and level of support contract
- An exact description of the error and error message
- Action or activity when that error occurred
- Operating system in use along with the SEP sesam version
- Hardware used for backup

Support

Report time and Reaction Time:

	SEP Business Support	Emergency Call
Email-Support	✓	✓
Telephone Support	✓	✓
Remote-Support	✓	✓
Incidents	Unlimited	1
Reaction time	See Description-Severity Levels	1.5 Hour
Support Times*	Severity Level Critical 7 x 24	7x24
Article-Number	(Inclusive)	SEP-0S-EMC0001 *

* You can find the price for an Emergency Call in the SEP Price List.

SEP Support Services

Within the framework of our Standard SEP Support Contracts, we can make no allowances for specialized support requirements. However, unique customer support and maintenance requirements can be dealt with on an individual basis. In the event such support is required, please contact your SEP sesam Partner or call SEP AG directly and we can assist you on a contract basis.

Technical Support in Normal Situations

- Standard installation on a SEP sesam supported and unaltered Operating System. For supported SEP sesam Servers, Clients, Groupware Agents, Remote Devices, and Remote Device Servers refer to:
http://wiki.sepsoftware.com/wiki/index.php/SEP_sesam_OS_and_database_support_matrix)
- Setup of SEP certified Storage Hardware
- Setup and configuration of the SEP sesam Datastore
- GUI Access Permissions (user permissions)
- Client/Agent Access
- Issue and complete command appointments and scheduling
- Assimilation of new agents (also port management for components within the DMZ)
- Configuration and setup of O/S recognizable Storage Hardware as backup media
- Implementation and scheduling of backup schedules and groups.
- Activation of SEP sesam interfaces (e.g. Notify, Alarm, Disaster, Pre/Post Events)
- Evaluation of Day and Status Log files.
- Completion of File and Extension Restores via the SEP sesam GUI
- Update the SEP sesam components on identical systems
- The use of sm_slu and other testing tools
- Update individual SEP sesam components in the event of errors to the most current Version
- Simple Network Connection between the individual SEP sesam components
- Restore of a dedicated SEP sesam Servers (only Backup server no production or live systems) on identical Hardware using the sm_disaster Information and all available backup media.

Unavailable Support

- Restore of a SEP sesam Server without available sm_disaster information (see wiki.sep.de)
- Moving a system or upgrade of an Operating System on the same or other hardware.
- Handling of a system problem of any kind after the move of SEP sesam to a other hardware, another operating system, if this conversion was not performed by a trained SEP engineer.
- Analysis of system and/or operating system problems not inherent to the functionality of the SEP sesam backup system.

Unavailable Support (continued)

- In-depth network analysis in the event of connection failures between the various SEP sesam components (e.g. Firewall Analysis, Routing and other network settings)
- Evaluation of operating system log files event files that cause SEP sesam services and their components to stop working or impede functionality.
- Analysis of the impact in the event of failure on SEP sesam components from any tools used to analyze operating systems, drivers, storage devices, databases or network devices
e.g.: A Virus scanner must be deactivated by the customer in the event of an error, and in some instances must be deleted from the system to isolate the problem.
- Physical backup hardware that is used via „Para virtualisation“ and „passthrough“ in a Virtual environment
- Problem handling for backup components that are not selected for long-term usage as Backup storage
- Completion of a SEP sesam update for components to the current version.

Services that require payment and are booked as Contract Services

- SEP sesam concept or topology design for the installation and implementation of automated backup strategy using SEP sesam
- Completion of a move to another Operating System/Version or Hardware of the dedicated SEP sesam Servers (only a Backup Server, no production or Live Systems)
- Restore of a SEP sesam Servers if sm_disaster information is not available (see wiki.sep.de)
- Implementation of a SEP sesam Updates for all components to a requested supported version.
- Any other, not delineated points as supported. These can be accomplished under special contract by our support personnel. Please contact support@sep.de for discussion and scheduling.

Remote Access Requirements

- For remote support services, Remote Access must be available (SEP TeamViewer, Web Service Tool, SSH, RDP, etal.) In the event there is no possibility of remote access an on-site installation can be undertaken on a time and materials basis.
- When needed, the deactivation or de-installation of Virus Scanner software must be possible.
- Functioning Name Resolution using DNS
- Administrator-/ Root-Account
- Technically adequate support from customer IT personnel must be available.

Additional SEP Services

The following information is listed on the SEP Price list and are offered as additional services.

SEP-0S-CON001	SEP Consulting Service – on site Consulting by SEP Senior Consultant for sector: Creation of Backup strategies in the areas of LAN/ WAN/ SAN as well as separate environments, k-Fall Strategies and audits from environments, incl. Documentation, Sold per Day (8 Hours), plus costs
SEP-0S-INS001	SEP Installation Service – on site Service by a SEP Technician for design and configuration of systems controls, data base inclusion, update and upgrade and SEP Bare System Recovery. Sold per man day (8 Hours) plus costs.
SEP-0S-RWC001	SEP Remote Support – 60 Min. SEP Remote Support for oversight, configuration help for configuration and installation assistance, Billed in 30 minute increments

You can find all prices for the above listed items in the current SEP Price list.

Should you have any questions please do not hesitate to contact us at service@sep.de