

SEP Support Definitions and Services

(For customers with valid Support Contracts signed before 01.03.2015 the conditions from this document are applicable.)



Introduction

SEP AG provides a variety of support services for its customers and prospective clients.

This document defines important terms regarding SEP support and introduces all support levels, chargeable and non-chargeable.

SEP strives to publish the SEP sesam software product error-free and to make its configuration as simple as possible in order to prevent user errors. But as with any software, absolute accuracy cannot be guaranteed nor can user errors be excluded. In addition, the hardware, operating system and third-party software may cause interference.

Customers receive the best possible support by SEP's technical support team and/or a qualified SEP partner. In addition to the various free support services (e.g., at the evaluation and installation phase), it should be noted that comprehensive technical support requires a valid upgrade (renewal) service and a matching support contract.

Content

- Introduction 1
- SEP sesam Hotline..... 3
- SEP sesam Download and Supported Hardware/Software 3
- General Terms and Explanations 4
 - Definitions of Terms 5
 - Reporting Incidents 6
 - Support Level Definitions 6
 - Classification of Support Queries 7
- Support for SEP Customers 8
 - Qualifying Conditions 8
 - Chargeable Support Contracts..... 8
 - Service Definition 9
 - Free Installation Support 11
 - Free Upgrade Support..... 12
- Free Demo Support for Prospective Clients..... 13
- Further SEP Services 14
- Summary 14

SEP Support – Definitions & Services

SEP sesam Hotline

Customers with a valid support contract and their certified support partners might use one of the following options for contacting the SEP AG support hotline:

1. Open an electronic ticket in the SEP OTRS system

Register and login at <https://support.sep.de> by using the assigned password and indicating the customer ID.

Or

2. Write an e-mail to support@sep.de

The customer ID is required as it is automatically identified and linked to the corresponding SLA by the SEP ticketing system. Customers and their support partners can track the ticket and its progress via <https://support.sep.de/otrs/customer.pl>

Or

3. Call SEP support hotline

If instant assistance regarding an opened ticket or help outside of business hours is needed, the SEP support hotline can be contacted by phone. A valid support contract is required.

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

SEP sesam Download and Supported Hardware/Software

Software Download

All components of SEP sesam are available for download at:
www.sep.de/download

SEP sesam OS and Database Support Matrix

Information on supported platforms, operating systems, groupware and database solutions are available at:
wiki.sepsoftware.com/wiki/index.php/SEP_sesam_OS_and_database_support_matrix

SEP sesam Supported Storage Hardware

SEP sesam utilizes drivers provided by OS or hardware manufacturers, therefore the storage hardware supported by the operating systems can generally also be used by SEP sesam. Supported hardware list is available at:
www.sep.de/download-support/storage-hardware/

General Terms and Explanations

SEP AG Business Hours

Monday to Friday 9 a.m. to 5 p.m. (CET/CEST)

Availability:

Evaluation and installation support	Monday to Friday 9 a.m. to 5 p.m. (CET/CEST) via OTRS support portal, e-mail and SEP hotline +49 (0)700 7377877678
Entry, Standard, Advanced support	Monday to Friday 9 a.m. to 5 p.m. (CET/CEST) via OTRS support portal, e-mail and SEP hotline +49 (0)700 7377877678
Premium Support	Monday to Friday 8 a.m. to 8 p.m. (CET/CEST) 9 a.m. to 5 p.m. (CET/CEST) via OTRS support portal, e-mail and SEP hotline +49 (0)700 7377877678 8 to 9 a.m. (CET/CEST) and 5 to 8 p.m. (CET/CEST) via SEP hotline +49 (0)700 7377877678 only
Enterprise Support	24/7 Monday to Friday 9 a.m. to 5 p.m. (CET/CEST) via OTRS support portal, e-mail and SEP hotline +49 (0)700 7377877678 Outside of business hours via SEP hotline only +49 (0)700 7377877678
Emergency Call:	24/7 via SEP hotline +49 (0)700 7377877678 Without a valid support contract, the following form must be filled in and submitted: www.sep.de/download-support/support/emergency-support/
Live Demonstration Request	By appointment only and by sending the following form http://www.sep.de/download-support/support/live-demo/

SEP Support – Definitions & Services

Definitions of Terms

Support Services

Support Services define ways of communication, supported applications, reaction and notification time, and stipulate incidents eligible for technical support with application and configuration questions, as well as problem states. SEP Support Service requires a valid Upgrade Service.

Support Certificate

Customers entering into Support Service Agreement with SEP AG receive a support certificate which specifies support service details.

Customer ID = Login for SEP ticket system

Customer ID is a unique number, included in the support certificate. It is required when contacting support.

SEP License ID

Since 03/2011, a support certificate (as well as a license certificate) contains a SEP license ID. This ID defines a SEP sesam environment for each backup server unambiguously. An ID remains the same even after changes to the server data, and is used to refer to a SEP license file (sm_lic.ini).

Incident / Support message / Call

An incident, a support message and a call are units, by which an issue requiring attention is reported. A number of these units is specified by a support contract. Each reported issue is considered one unit, regardless of successive communication needed for its resolution.

Notification Hours

Time-frame in which the licensee can notify SEP AG of error messages or support queries.

Response Time

Time between receiving a support message (via phone or e-mail) at SEP AG and establishing contact with a customer by SEP support personnel.

Remote Support

To enable efficient analysis and support for solving issues, a remote connection is required (Web Service Tool, SSH, RDP or similar).

Validity

SEP AG support services normally have a validity of 12 months. After the 12-month period, the support service is expired regardless of the number of unused incidents. New incidents can be attained by extending the upgrade and support service.

Application groups:

Application Level 2

Refers to support of the following online databases and groupware agents: MS SQL, MS Exchange, MySQL, PostgreSQL/Enterprise DB, Open LDAP, IMAP, Zarefa, Novell GroupWise and OX.

For these, one of the listed support services is required:
Standard, Advanced, Premium or Enterprise.

SEP Support – Definitions & Services

Application Level 3:

Refers to support of the following online databases and groupware agents:
Oracle, Informix, SAP, Lotus Domino, IBM DB2 and MS SharePoint.

For these, one of the listed support services is required:
Premium or Enterprise.

BSR Windows/BSR Linux

Support of Bare System Recovery for Windows and Linux.

Support Ticketing System

All incidents are managed by SEP ticketing system and given a Call ID.

Support Call ID

A Call ID is assigned to the call by SEP when an incident is reported. Providing the Call ID for further communication (phone, sending protocols, feedback etc.) is obligatory.

Reporting Incidents

To enable SEP AG support personnel to manage queries as prompt as possible, the following has to be stated with every support query:

- Type and validity of a SEP support service
- Contact information for feedback
- Detailed description of the issue and copy of the error message issued by SEP *sesam*
- Action that caused the issue
- OS and SEP *sesam* version
- Which backup hardware was used

Support Level Definitions

1st Level Support

The responsibility of the SEP 1st Level Support specialist is to collect and document information about the incident in order to analyze the problem or to perform a query. SEP technician uses all available internal and external knowledge databases to identify the problem and find a solution. Possible measures include checking physical state of the used server, user names and passwords, network-, SCSI-, SAN- and iSCSI configurations as well as uninstallation and reinstallation of the software, or support with the navigation in the menus or SEP *sesam* GUI.

SEP 1st Level Support specialists possess profound knowledge of the SEP *sesam* functionality, configuration of its components, SEP *sesam* options and functions. They are skilled to provide guidance and to assist with network and hardware configuration.

2nd Level Support

2nd Level Support provides an in-depth services of qualified specialists for individual products or SEP sesam extensions.

SEP 2nd Level Support specialists assist 1st Level Support and analyze more difficult technical questions. They work on the basis of data collected by 1st Level specialists. In case of a novel problem, Level 2 specialist is authorized to make a decision that analysing a problem and searching for solution needs to be performed locally by an experienced consultant rather than remotely. In case of program errors or feature requests, queries are transferred from 2nd to 3rd Level Support.

3rd Level Support

In some cases, an issue may be of such a high complexity that requires an update of the existing installation and a possible access to the change-, security- and knowledge management of a respective company or a customer environment under the supervision of SEP specialists.

3rd Level Support specialists are in direct contact with a SEP development team to support or speed up problem solutions, releases of software patches or new versions.

Once the incident is solved, 3rd Level Support introduces solution to 2nd or 1st Level Support specialists who communicate with partners of customers.

Classification of Support Queries

Cosmetic: General product related questions, proposals for product extensions or modifications, and messages of a sheer informative character.

Minor: Uncritical loss of functionality that permit a customer to continue operation with minor limitations, e.g. errors in the product documentation.

Major: Issues with a strong impact on customer's business operation. The business operation is not completely hamstrung, but is limited in function. Such issue might require a solution before the release of the next version.

Critical: Issues with a critical impact on customer's business operation. The business operation is seriously interrupted and requires a solution as quickly as possible, e.g. a workaround.

Support for SEP Customers

Qualifying Conditions

To obtain SEP support service, a customer must ensure that the latest SEP sesam version and the latest patches can be recorded for as needed. Additionally, an update through service packs or patches of an operating system and applications that are secured by SEP sesam (e.g. VMware or Oracle) must be possible. To exclude or resolve problems, SEP support personnel must be allowed to deactivate or uninstall the antivirus software, or deactivate the firewall. Remote access (SEP TeamViewer, Web Service Tool, SSH, RDP or similar) is required for expedited handling of a call. Inability to remotely access the affected customer’s environment may lead to longer processing times.

Chargeable Support Contracts

	Entry	Standard	Advanced	Premium	Enterprise	Emergency
Email Support	✓	✓	✓	✓	✓	✓
Phone Support	✓	✓	✓	✓	✓	✓
Remote Support	✓	✓	✓	✓	✓	✓
Supported applications ²		✓	✓	✓	✓	✓
Supported applications ³				✓	✓	✓
SEP sesam BSR Linux/Windows		✓	✓	✓	✓	✓
SEP EasyArchive			✓	✓	✓	✓
SEP Si3			✓	✓	✓	✓
Incidents	2	5	10	unlimited	unlimited	1
Response time	16 business hours	8 business hours	4 business hours	4 hours, same business day	1,5 hours	1,5 hours
Support hours ⁴	workdays, Monday to Friday, 9 am – 5 pm (CET/CEST)	workdays, Monday to Friday, 9 am – 5 pm. (CET/CEST)	workdays, Monday to Friday, 9 am – 5 pm (CET/CEST)	workdays, Monday to Friday, 8 am – 8 pm (CET/CEST)	24/7	24/7
Requirements	valid Upgrade Service					
Validity	12 months					
Item number	SEP-ENS002	SEP-STS002	SEP-ADS002	SEP-PRS002	SEP-EPS002	SEP-EMC001

Applications ² MS SQL, MySQL, MS Exchange, PostgreSQL, EnterpriseDB, Open LDAP, IMAP (Courier, Cyrus, Dovecot), Zarafa, Novell GroupWise, Scalix

Applications ³ Oracle, Informix, SAP, Lotus Domino, IBM DB2, MS SharePoint

Check the SEP price list to get more information about pricing.

Service Definition

Consulting is not a part of the listed support services. It can be done only through a fee-based consulting service provided by certified personnel.

Technical support in case of problems or errors

- Standard installations of SEP sesam server, client, groupware agents, remote device servers and GUI on SEP supported and non-modified (hardened or specially adapted) operating systems
- Setup of SEP certified storage hardware
- Setup and configuration support of a SEP sesam datastore
- GUI access authorization (user permissions)
- Client access
- Execution of command events
- Configuration of clients (including port management for components within a DMZ)
- Installation and configuration of storage hardware recognized by OS as the backup media
- Creating backup jobs and/or groups
- Configuring schedules and backup/media/restore/command events and migrations
- Activating SEP sesam interfaces (e.g. notify, alarm, disaster, pre/post)
- Analysis of daily and status logs
- Execution of file and extension restores via GUI
- Update of SEP sesam components on identical system
- Use of sm_slu and other test components
- Update of individual SEP sesam components to a current version in case of failures
- Simple network connection problems between individual SEP sesam components
- Restore of a dedicated SEP sesam server (backup server only; productive live system excluded) on identical hardware with a sm_disaster information and all existing backup media

Services excluded from SEP support

- Restore of a SEP sesam server if a sm_disaster information is unavailable (see wiki.sep.de)
- Performing a migration or an OS update of a SEP sesam server on identical or dissimilar hardware
- Analysis of system or OS problems which are not related to the SEP sesam functionality
- Extensive analysis of network disconnections among individual SEP sesam components (e.g. analysis of a firewall, routing or other network configurations)
- Analysis of OS malfunction (recorded in event logs) resulting in SEP sesam disfunctionality or causing SEP Sesam runtime problems
- Analysis of program and tool errors that are not associated to the OS, drivers or storage, database or network components
- E.g., a customer must disable or deactivate a virus scanner in order to isolate the problem and allow proper operation of the SEP sesam components
- A physical storage hardware provided via paravirtualization or passthrough in a virtual environment
- Troubleshooting of storage components/hardware not designed for continuous operation as backup media
- Performing a full update of all SEP sesam components to a current release

Chargeable SEP remote services

- Installation and implementation of a fully automated backup strategy with SEP sesam
- Relocation of a SEP sesam server (backup server only; productive live system excluded) to different operating system versions or hardware
- Restore of a SEP sesam server if a sm_disaster information is unavailable (see wiki.sep.de)
- Update of all SEP sesam components to a required supported version
- Partners and customers can contact SEP service at support@sep.de for additional required services

Prerequisites

- Remote access (SEP TeamViewer, Web Service Tool, SSH, RDP, or similar) is required for fast processing of the support call. A chargeable on-site installation service can be booked if remote access is not available or permitted.
- Firewall and antivirus software should be deactivated (in some cases uninstalled) if required
- Working name resolution via local DNS
- Administrator/root account
- Technical support for IT infrastructure by a local administrator

SEP Support – Definitions & Services

Free Installation Support

SEP offers a free 30-days installation support with a purchase of licenses, beginning on the date of license creation.

Installation includes downloading SEP sesam modules from www.sep.de/download, extraction of the installation program and complete execution of the setup program according to the installation instructions. Installation is regarded complete after the SEP sesam test backup and restore are successfully executed.

- Availability: Monday to Friday 9 a.m. to 5 p.m. (CET/CEST)
- Reaction time: within 12 hours during business hours

Technical assistance in case of errors

- Available for standard installations of the SEP sesam server, client, groupware agents, remote device servers and GUI on SEP supported operating systems. See wiki.sepsoftware.com/wiki/index.php/SEP_sesam_OS_and_database_support_matrix
- Available for setting up a SEP certified storage hardware. See www.sep.de/download-support/storage-hardware/

Prerequisites

- Remote access (SEP TeamViewer, Web Service Tool, SSH, RDP, or similar) is required for fast processing of the support call. Inability to remotely access the customer's environment may lead to longer processing times.
- Firewall and antivirus software should be deactivated (in some cases uninstalled) if required
- Working name resolution via local DNS
- Administrator/root account

SEP Support – Definitions & Services

Free Upgrade Support

SEP offers free upgrade support with a valid upgrade service.

- Availability: Monday to Friday 9 a.m. to 5 p.m. (CET/CEST)
- Reaction time: within 12 hours during business hours

In the case of a valid support contract, the reaction times specified therein apply.

Services

- Consulting end customers and partners on planning and execution of SEP sesam upgrade
- Solving issues caused by SEP sesam upgrade
- Assistance and information on new SEP components installed by an upgrade or replacing another component

Prerequisites

- Remote access (SEP TeamViewer, Web Service Tool, SSH, RDP, or similar) is required for fast processing of the support call. Inability to remotely access the customer's environment may lead to longer processing times.
- Firewall and antivirus software should be deactivated (in some cases uninstalled) if required
- Working name resolution via local DNS
- Administrator/root account

Free Demo Support for Prospective Clients

Prospective clients interested in evaluating SEP sesam can download all SEP sesam components for free from the download center: www.sep.de/download. Evaluation licenses are valid for 30 days and by default include two free support calls during this time.

Demo Support is granted if a prospective customer's registration at the download web page includes his/her full contact details. SEP Sales will collect prospective buyers' data and contact them. A demo installation should only be carried out in a test environment.

Demo support services

- Assistance with standard installation of the SEP sesam server, client, groupware agents, remote device servers, datastore and GUI on SEP supported operating systems. See wiki.sepsoftware.com/wiki/index.php/SEP_sesam_OS_and_database_support_matrix
- Assistance with setting up a SEP certified storage hardware. See www.sep.de/download-support/storage-hardware/
- Creating test backup jobs and/or groups
- Configuring schedules for test backup jobs
- Activating SEP sesam interfaces (e.g. notify, alarm, disaster, pre/post)
- Execution of test file restores via GUI
- Answering questions about the SEP sesam functions and components

Prerequisites

- Remote access (SEP TeamViewer, Web Service Tool, SSH, RDP, or similar) required for fast processing of the support call. A chargeable on-site installation service can be booked if remote access is not available or permitted.
- Firewall and antivirus software should be deactivated (in some cases uninstalled) if required
- Working name resolution via local DNS
- Administrator/ root account
- Technical support for IT infrastructure by a local administrator

Further SEP Services

The following additional services are available according to the SEP price list.

SEP-CON001	SEP Consulting Service – Onsite SEP senior engineers provide consulting in the following areas: concept design; development of backup strategies for LAN/ WAN/ SAN; distributed environments; emergency planning; audits of existing IT environments; includes documentation. Cost per man-day (8 hours), plus related travel expenses.
SEP-INS001	SEP Installation Service – Onsite Installation Service includes: configuration, system monitoring and error correction, database module installation, update/upgrade and SEP Bare System Recovery. Cost per man-day (8 hours), plus related travel expenses.
SEP-RWC001	SEP Remote Service - 60 minutes SEP Remote Service for supervising, configuration and installation tasks. Settlement is carried out in 30 minutes increments.

Check the SEP price list to get more information about pricing.

Summary

For an efficient support it is important that the support types are known and the appropriate support services are purchased by customers. Fastest processing is ensured when the conditions for a support call are fulfilled in advance, and when interfaces between the customer and the authorized SEP Support Partner or SEP support service are respected.

The SEP support team is dedicated to providing a prompt and efficient incident resolution and help you get the most out of your SEP sesam.

If you have any questions regarding this document or SEP support service, contact service@sep.de.