Veeam Customer Support Reference Guide

Overview

Starting in March 2017, only case administrators and license administrators will be able to submit support cases. Please make sure to define valid case administrators for your Veeam® licenses. For further information on managing your case administrators, see the user guide here. For quicker support, please have your valid Support ID, if calling to open a support case.

This Customer Support Guide details our support services, contact information and best practices for contacting support to ensure quick responses and issue resolution.

The Veeam website (www.veeam.com) provides a wealth of information at your fingertips. Refer to the following online resources before you contact Veeam Customer Support.

Community Forums	Exchange information with other Veeam customers and team behind the product; contains product-specific conferences. Maintained and moderated by product management team. By registering you will receive our Weekly Community Digest, which contains notifications of new patches. Available at no additional charge.
Support Portal	my.veeam.com Please log on to our Customer Center support portal to: • Manage your support cases. • Request "one click update". • Attach logs to existing cases. • Obtain product downloads and patches. • Manage your license
Knowledge Base	Browse how to articles and search for solutions to common questions at www.veeam.com/kb_search_results.html
Documentation	Review and download the latest product documentation online www.veeam.com/documentation-guides-datasheets.html

In addition to the above, Veeam has voice-enabled services. By using or accessing the voice-enabled services, you consent to Veeam recording and collecting your voice input. If you do not consent to Veeam recording and collecting your voice input, you may not use the voice-enabled services. The voice input will be used to provide the voice enabled services to you and improve Veeam products and services. Veeam won't use your voice input for any other purpose. Your privacy is important to us. Please read Veeam privacy policy statement (www.veeam.com/privacy_policy.html) to learn how we use and protect your information.

Supported languages

Veeam is pleased to offer first-level technical support services in the following languages for Veeam Backup & Replication and in English only for all other products during normal business hours (8 a.m. to 6 p.m. (customer local time).

United States	Spanish
Canada	French
Europe, Middle East, Africa	English, German, French, Russian
Asia Pacific	English, Japanese, Chinese
Latin America	English, Spanish, Portuguese

After customer business hours, all first-level support is in English only. All second and third-level support is offered in English only.

Support programs

All customers with maintenance agreement in effect, regardless of their program, are entitled to contact support via web or phone 24x7x365 and open a case.

We offer three support response programs (Premier, Production and Basic) to our customers and one program (Evaluation) for 30 days if you are evaluating our software.

Premier Support

Veeam Premier Support provides high-touch exemplary IT support to our top-tier customers, through personalized and effective service executed through an account-dedicated Support Account Manager (SAM) who will assist you from the very beginning of the case until it is completely resolved.

Production Support

Production Support program provides 24/7 software support services and fast response times for critical issues. To receive Production Support, **all** production licensed sockets for a product must be licensed at Production Support levels, otherwise support defaults to Basic Support levels.

Basic Support

Basic Support program provides software support services during business hours as defined below, along with upgrades and updates to the products. One year of Basic Support is included with your product license purchase.

Evaluation Support

Evaluation Support program provides software support services during business hours (Monday through Friday) as defined below during the defined evaluation period.

Support programs comparison matrix

Service	Evaluation Support	Basic Support	Production Support	Premier Support
Product updates	NA	Yes	Yes	Yes
Product upgrades	NA	Yes	Yes	Yes
Technical Support	Phone/web	Phone/web	Phone/web	Phone/Web/SAM

Business hours

Business hours are defined as follows during Customer local business days

Support program	Business hours
Evaluation Support	Mon — Fri 8 am — 5 pm
Basic Support	Mon — Fri 8 am — 8 pm
Production Support	24x7x365
Premier Support	24x7x365 Mon — Fri 8 am — 8 pm Support Account Manager

Severity definitions and response time SLA

Severity level guidelines

Severity levels provide an indication of the urgency of an issue, and help us provide a rapid and effective response. Categorizing severity levels incorrectly hinders the overall case-handling process, and can adversely affect you. When you report an issue, you and the Veeam Support Analyst should discuss and agree upon an appropriate severity level. You have the option to change the severity level of an issue as business conditions change around the impact.

Response goals are intended to provide a target for initial response to an issue or query. We will work a Severity 1 issue around the clock for Basic, Production and Premier Support if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.

- The severity is mutually downgraded.

Evaluation customers

We make best effort to provide equivalent of "Basic Support" response times to customers with valid trial license during the official evaluation period.

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FREE and NFR licensed products

We do not provide phone support for FREE or NFR licensed products. Email support is provided on a best-effort basis depending on staff availability, but there are no response goals or response guarantees for this service. While fixes and updates can be provided in case of availability, there is no guarantee that such fixes or updates will be developed or delivered.

Severity	Description	Target Premier Response SLA	Target Production Response SLA	Target Basic Response SLA
Severity 1	A business critical software component or a Veeam managed system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution. Examples: Excessive abnormal terminations impacting all monitoring, backups and schedules or a down/offline production system cannot be restored; application or system failure caused by Veeam product.	30 minutes	1 hour	2 hours
Severity 2	Adversely impacting Production operations, but the production system is not down; product operates, but is seriously restricted. Examples: Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.	30 minutes	3 hours	8 business hours
Severity 3	A non-production issue; the majority of functions are still usable, a limited condition that can be readily circumvented. Example: non- Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.	30 minutes	6 hours	12 business hours
Severity 4	Minor issue or question that does not affect the product function, and can be readily circumvented. For example: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback.	30 minutes	8 hours	24 business hours

Contacting Customer Support

Your organization will need to designate a few case administrators who are responsible for opening cases with Veeam, and receiving maintenance information. They should have the appropriate technical skills and system-level access to work with Veeam Support Engineers in resolving open issues. These support contacts will be your interface to Veeam Support, and should be notified of all issues that surface within your organization. They will escalate issues to Veeam Support as necessary. Be prepared to provide the following information:

• Your name, company name, and Support ID

• Case number (if applicable)

• Product name, release level, and any maintenance applied to the product

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Logging a case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue severity, and the exact text of error messages and diagnostic details.

- Steps to reproduce the problem, known workarounds

- Contact number where you can be reached

- Best time to reach you, and contact method (i.e. email/phone)

Submitting a support case

To file a case, you may use any method below. We encourage you to set the initial severity level for the problem when submitting a case, and highly recommend submitting Severity 1 issues by phone.

Via the web

Only the license administrator or designated case administrators can file a case using a web browser in the Customer Center: support.veeam.com. Please follow the new case wizard to open a case. Upon submitting the case, you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases management tab.

Via the phone

To open a case using the phone, you will need to have your Support ID. Call one of the phone numbers mentioned in Contacts below. After you log the case with the customer representative, your case will be assigned a unique number given to you over the phone.

If required, and depending on license type, support offering and severity level, your call will be transferred to an appropriate support engineer to resolve your issue over the phone.

Premier Support Customers

Contact your SAM who will assign a ticket to the most appropriate Senior Support Engineer. We start issue analysis within 30 minutes after a call/ticket is logged. Your dedicated Support Account Manager is available to you during your local business hours and will act as the direct point of contact for the coordination of issue management and problem resolution.

Following Up

A Support engineer will contact you by phone and/or email or a combination of both as appropriate during the resolution process. Severity levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Severity definitions.

Customer Support issue resolution

Veeam Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make adjustments in resources if necessary.

We will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case without your consent. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)

- Permanent business or system workaround (case closed)

- Temporary business or system workaround (case severity level is reduced)

- Action plan for the development of a fix or workaround: Milestones and dependencies are set, communicated, and tracked (case severity level might be changed)

- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)

It is beyond the scope of Veeam Support's responsibility to provide installation, configuration, and upgrades of our products. Walkthroughs of installations, upgrades, and other documented instructions are not supported.

User scripts

Veeam Support does not write scripts on demand. Custom script troubleshooting is not supported.

Feature requests

Veeam always welcomes feature requests, as we highly value feedback from our community on how to continue to make our products even better. If you have a suggestion for our software's functionality or feature set, please visit our Veeam Community Forums. Feature request processing is outside of the supportable scope for Veeam Technical Support.

Customer satisfaction surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by management. When a support case is closed, an email may be sent to the customer contact associated with the case. The email contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support analyst, and overall satisfaction with the management of the case. To complete the survey, login to the Veeam Customer Support Portal using the same email address that was used to open the case.

Product lifecycle

Level of support services provided depends on the lifecycle phase determined for specific version of the product. Current versions of the products are eligible for full support that includes support services and updates/fixes, while support for older versions may be limited. A list of known workarounds or existing fixes and assistance with upgrading to a supported version is available for customers using old or discontinued versions.

The list is updated each time there is a release. For the current list of products and their status please see the product release matrix located at www.veeam.com/support/releasestatus.pdf

Support of releases

- New Releases — All new products issued for General Availability (GA).

- Current Releases — To maximize the quality of our service, Veeam limits technical support to the products listed on the release matrix.

- Releases designated as End of Fixes — Support is available, existing program fixes are available, but no new fixes will be created and no enhancements will be made.

- Releases designated as End of Support or Withdrawal from the Market — No support is available.

  - For unsupported releases, new product enhancements and fixes will not be available. Veeam does not have an obligation to provide support for software that has been publicly designated End of Support, Withdrawn from the Market, or similarly designated.

Product maintenance

Our goal is to go beyond quickly solving problems, and actually preventing problems from occurring in the first place.

As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases — Quality Assurance, Alpha Test, Beta Test, and Controlled Release before it is officially released.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release, and most urgent are addressed with a hotfix that can be applied on specific product version. When applicable, we announce the availability of new releases on the web and through email.

Third-party software support

We will assist you in problem analysis to determine whether the issue is caused by third-party software or hardware. In order to isolate the problem, and if we believe we have reason, we may ask you to remove third-party software or hardware product.

If it is impossible to identify the cause of the problem we may contact the third-party vendor using TSANet or ask you to open support case with the third-party vendor support organization.

United States Federal Government support

As a US Federal Government agency, Veeam Support will assist you to determine the problem and solution utilizing the methods described above. US based Federal Support is available Monday through Friday 8 a.m.–9 p.m. EST, Saturday 12 p.m.–12 a.m. EST, and Sunday 12 p.m. –8 p.m.EST (weekend support for Production SLA or Severity 1 cases only). To contact Veeam Support at any time, call our US Federal Government phone number listed in the phone number section below. Further information pertaining to our solutions for US Federal Government can be found at www.veeam.com/federal.html.

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Contacts

Web support page

Phone numbers

Region	Phone number	Region	Phone number
North America		**Middle East/Africa**	
Canada	+1 647 694 0922	Egypt Toll-Free	0 800 000 9562
		Israel	+972 2 372 4351
United States	+1 614 339 82 52	Saudi Arabia Toll-Free	800 814 6659
United States Federal Government	+1 240 399 50 82	South Africa	+27 11 062 3011
United States Toll-Free	1 800 913 1940	UAE Toll-Free	8000 3570 3954
United States Toll-Free	1 800 774 5124	**Asia Pacific**	
Europe		Australia	+61 2 6108 4305
Belgium	+32 78 48 02 54	Australia	+61 2 8014 4545
Czech Republic Toll-Free	800 022 924	Australia Toll-Free	1 800 648 604
Denmark	+45 78 77 54 76	China	+86 10 5643 8383
France	+33 1 70 61 83 74	China Toll-Free	400 990 9444
Germany	+49 89 2109 4962	Hong Kong	+852 5808 2870
Ireland Toll-Free	1 800 818 910	India Toll-Free	000 800 100 8769
Israel	+972 2 372 4351	Indonesia	+62 855 7467 0334
Italy	+39 042 6047505	Japan Toll-Free	0120 922 345
Netherlands	+31 8 58880655	Malaysia Toll-Free	1 800 818 147
Norway	+47 854 04 385	New Zealand	+64 9 974 9594
Russia	+7 495 646 77 06	New Zealand Toll-Free	0 800 456140

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	Spain	+34 911 829 760
	Sweden	+46 10 199 25 77
	Switzerland	+41 22 533 11 49
	Turkey	+90 212 975 01 75
	UK Toll-Free	0 800 051 89 36

Latin America		
	Argentina	+54 11 5984 2088
	Brazil	+55 11 3958 7370
	Brazil Toll-Free	0 800 761 2311
	Chile	+56 22570 8684
	Colombia	+57 1 381 0636
	Mexico	+52 55 4741 1493
	Peru Toll-Free	0 800 70 008

	Philippines	+63 2 231 2112
	Singapore	+65 3158 2239
	South Korea Toll-Free	00798 14 203 0092
	Taiwan Toll-Free	0 800 868 280
	Thailand Toll-Free	1 800 294 298
	Vietnam	+84 23 6445 8069

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