

Incydr support policy

Updated 3 months ago

Overview

This policy document describes "support services," the procedures that Code42 Software follows to help our enterprise customers use Incydr software. Our support services are divided into multiple subscription options ("support plans").

This document explains:

- Which support services are included in each [support plan](#)
- When and how you can [submit support requests](#)
- How we define [issue priority](#)
- How you can [escalate an issue](#)

Support plans

Code42 offers the following support plans, depending on your subscription:

- Code42 Premier Support
- Code42 Premier Plus Support

Support services

Each support plan includes a certain set of support services. This table explains which support services are included in each support plan.

Support Service	Code42 Premier Support	Code42 Premier Plus Support
Access to self-service documentation	Yes	Yes
Issue reporting options	<ul style="list-style-type: none"> • Web • Chat • Call back 	<ul style="list-style-type: none"> • Web • Chat • Call back
Incydr Flows support	Yes	Yes



Support Service	Code42 Premier Support	Code42 Premier Plus Support
Consultation for pre-planning and best practices	Yes	Yes
Access to named Technical Account Manager (TAM)	No	Yes

Contact hours and response times

Your support plan affects the times our Technical Support Engineers are available to you and the speed of their response to your issues.

Support Service	Code42 Premier Support	Code42 Premier Plus Support
Support contact hours	<ul style="list-style-type: none"> Urgent priority issues: 24 hours a day, 7 days a week All other issues: Monday to Friday, 8:00 a.m. to 5:00 p.m. US CT 	<ul style="list-style-type: none"> Urgent priority issues: 24 hours a day, 7 days a week All other issues: Monday to Friday, 8:00 a.m. to 5:00 p.m. US CT
Support contact hours on holidays	<ul style="list-style-type: none"> Urgent priority issues: 24 hours a day, 7 days a week All other issues: We respond to issues after the holiday. 	<ul style="list-style-type: none"> Urgent priority issues: 24 hours a day, 7 days a week All other issues: We respond to issues after the holiday.
Response time for Urgent priority issues	1 hour	1 hour
Response time for High priority issues	4 business hours	4 business hours
Response time for Normal priority issues	1 business day	1 business day

Support Service	Code42 Premier Support	Code42 Premier Plus Support
Response time for Low priority issues	3 business days	3 business days

Our [definitions of issue priority](#) are provided below.

Time zones

The time zones for these support contact hours vary depending on your location.

Your Location	Time Zone For Support Contact Hours
USA	US Central Time Zone (UTC-05:00 or UTC-06:00, depending on daylight saving time)
Europe	Western European Time Zone (UTC±00:00)
Asia	Western European Time Zone (UTC±00:00)
Other locations	US Central Time Zone (UTC-05:00 or UTC-06:00, depending on daylight saving time)

Of course, support contact hours that are "24 hours a day, 7 days a week" are not affected by time zones.

Support on US holidays

Because fewer Technical Support Engineers are available on US holidays, we will only respond to [Urgent](#) issues during the below listed holidays.

Code42 observes US holidays from 12:00 a.m. to 11:59 p.m., US Central Time, on the following dates:

US Holiday	Date of Observance
New Year's Day	Monday, January 1, 2024
Martin Luther King Jr., Day	Varies (third Monday in January)

US Holiday	Date of Observance
Presidents' Day	Varies (third Monday in February)
Memorial Day	Varies (last Monday in May)
Juneteenth Observed	Friday, June 21, 2024
Independence Day	Thursday, July 4, 2024
Labor Day	Varies (first Monday in September)
Veterans Day	Monday, November 11, 2024
Thanksgiving Day	Varies (fourth Thursday in November)
Day after Thanksgiving Day	Varies (Friday after Thanksgiving Day)
Christmas Day	Wednesday, December 25, 2024


Your responsibility for response times

We expect you to help us to resolve your issue when we make a reasonable request for your help. If you do not answer our requests or provide assistance, we may be unable to respond to your issues according to these response times.

How to submit support requests

The table below provides a quick summary of the contact information for our support services.

Support method	Contact information
Web support	Click the Sign in to create ticket button above. <i>You must be a registered administrative support contact to create a ticket.</i>
Chat support	Click the Chat button below.

Support method	Contact information
	<i>You must be a registered administrative support contact to initiate a chat.</i>
Email support	gethelp@code42.com 
Call back support	Sign in and select Create a Ticket . From the "Reason for Ticket" dropdown, select Call Back .

Administrative support contact

To report issues, you must be recognized as an "administrative support contact" in the support system. To be registered as an administrative support contact, email your Customer Success Manager or click the **Sign in to create ticket** button above.

Exchange of information about support issues

Each time you report an issue, we exchange the following information with you:

- We give you an identification number that is used to reference your specific issue in the future.
- You should give us the following information in order to help us efficiently diagnose your issue:
 - **Product name**
 - **Operating system** and version
 - **Software version** of the [Code42 agent](#)
 - **Computer ID (GUID)** of affected devices
 - **Logs**
 - **Username** (or email address) of affected user accounts
 - **Detailed description** of the question or problem
 - **Screenshots** of relevant settings or error messages

Definitions of issue priority

Each time you report an issue to us, we categorize it by the priority of the issue and the potential impact to you. These are the guidelines we use to categorize the priority of each issue:

Priority Level	Description/Criteria
Urgent	<p>The issue causes a complete loss of service and you cannot reasonably continue using the software in this state, or the issue affects your entire deployment.</p> <p>Code42 expects you to be readily available 24/7 to drive a timely resolution to the issue.</p> <p>Examples of urgent priority issues include:</p> <ul style="list-style-type: none"> • Security reporting or alerting is non-functional • SSO/SCIM is non-functional and you are unable to sign in or register new devices across your entire deployment. • Any issue that causes a complete outage of Incydr feature or functionality across your environment.
High	<p>The issue causes a severe loss of service or affects the majority of your deployment. You can continue work in a limited capacity, but you may have an alternative method or workaround for the issue. The issue interferes with long-term use of the software.</p> <p>Examples of high priority issues include:</p> <ul style="list-style-type: none"> • Security reporting or alerting is inconsistent • Inability to restore from many devices • Installation issues across a major portion of your deployment • Severe performance degradation affecting your service • Inability to renew your account • An outage affecting a major portion of your deployment
Normal	<p>The issue causes a minor loss of service or affects a small portion of your deployment. You can continue work despite an inconvenience or non-critical issue with the software.</p> <p>Examples of normal priority issues include:</p>

Priority Level	Description/Criteria
	<ul style="list-style-type: none"> • An issue affecting a single user • A problem with a single file event • A problem with file event exclusions • A cosmetic issue with the Code42 agent or Code42 console
Low	<p>The issue causes little to no loss of service.</p> <p>Examples of low priority issues include:</p> <ul style="list-style-type: none"> • A request for additional information • A report of an error in the product documentation • A request for an additional feature or future improvement

Escalation requests

Transferring the issue to another Technical Support Engineer is called "escalation."

Technical escalation

You may request that another Technical Support Engineer handle your issue. When issues are escalated, they are usually (but not always) transferred to a Technical Support Engineer who has more experience handling issues of that type.

Include the following information:

- Your ticket number
- The reason for escalation
- The expected priority of the issue
- Additional contact information, if necessary

Technical Support Engineer management escalation

You may request escalation to a Technical Support Engineer manager or leader in the event an issue is unresolved after a reasonable amount of time, or if support tools, process, or experience don't meet your expectations. A Technical Support Engineer manager:

1. Evaluates your request as quickly and efficiently as possible
2. Determines an appropriate action

3. Communicates the decision to you

The manager may ask to have a direct conversation with you. Your issue may be transferred to another Technical Support Engineer, depending on the manager's decision.

Support for operating systems and software end-of-life

See the following links for our supported operating systems and software end-of-life policy:

- [Supported operating systems](#)
- [Software version end-of-life policy](#)

Requirements for technical support services

- To receive these support services, you must have a current subscription agreement with Code42 or one of its authorized resellers.
- To report issues, you must be recognized as an "administrative support contact" in the support system. To be registered as an administrative support contact, email your Customer Success Manager or click the **Sign in to create ticket** button above.
- Refer to your agreement with Code42 for any definitions or details that are not clearly specified in this document.

Related topics

- [Contact support: create a ticket, chat, or call](#)
- [Read Code42 agent log files](#)