NetBrain

Welcome to NetBrain Standard Support

Welcome Pack

Thank you very much for your purchase of NetBrain and our Standard Support Services.

Our global technical support team is committed to providing you a world-class service, with expert support engineers available to answer your technical queries and to help resolve any technical issues related to your product.

Type your text

This welcome pack will help you understand how to access the range of support services available as part of your support package and ensure you achieve maximum value from NetBrain Technical Support.
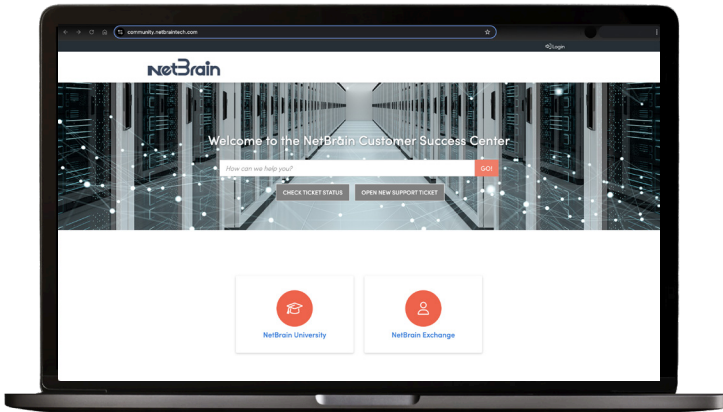
How to Contact NetBrain Technical Support

NetBrain Customer Portal

You can open a support ticket through our Customer Portal. Simply log in and click on the 'Open New Support Ticket' button in the top navigation menu.

https://community.netbraintech.com

When reporting a problem, we strongly recommend that you provide as much information as possible so that our support engineers can quickly begin the troubleshooting process as we are attempting to connect with you to perform our initial follow-up activities.

Email NetBrain Technical Support

If you wish to contact us by email, our email address is **support@netbraintech.com**

When we receive your email, a ticket will be automatically opened, and a NetBrain Technical Support Engineer will contact you following initial processing.

Phone Support Hotline

You can reach our Technical Support engineers by phone and are available 24x5 (excluding holidays) across our global team of Technical Support Engineers. If all our engineers are assisting other customers, you will be directed to leave a message and our team will respond as soon as someone is available.

Please note: Incoming and outgoing phone calls may be recorded for diagnostic, quality, and training purposes.

All Regions   24 x 5

+1 (978) 330-6196

+1 (781) 221-7199

NetBrain Digital Support Wizard

Within the NetBrain platform you can also connect with the Technical Support team using the available Digital Support Wizard. This feature is designed to help guide our customers through the case creation process while collecting the required information needed to process your case.
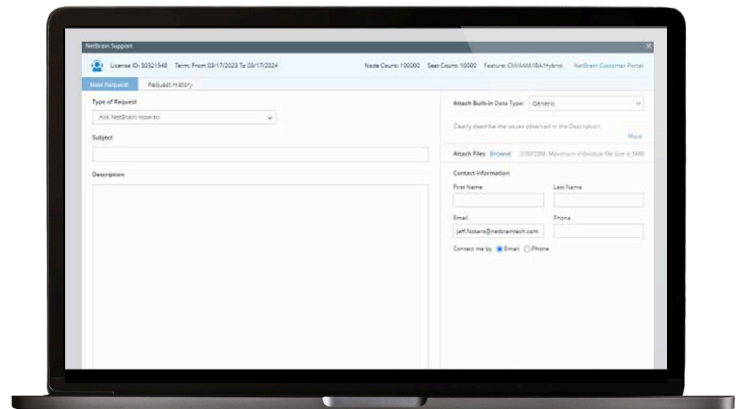
Preparing for a Support Call with NetBrain Technical Support

We may ask you for additional information to help us find a resolution to your issue:

- An updated description of the issue that you are experiencing and when it was observed
- Assistance identifying any other impacted NetBrain features, functions, or observed data integrity issues
- Impacted device information – Vendor, Model, Firmware Version along with access credentials
- Assistance exporting data packages to support troubleshooting activities with our development teams

Depending on the type of data we need to collect from the system to support diagnosis and resolution, it is always recommended to have the following Operating System and NetBrain access credentials available:

- Administrator-level Remote Desktop access to the NetBrain Windows virtual machine(s)
- Root-level SSH access to the NetBrain Linux virtual machine(s)
- NetBrain user credentials with system administrator privilege
- NetBrain MongoDB service account credential to support command line database access

In some circumstances, we will require the following organizational resources on-call and available to assist with issue diagnosis relating to the data accuracy of your NetBrain "Digital Twin" or pre-existing 3rd party integrations:

- Network Administrators that own or manage device access credentials
- Network Tool Management resources responsible for 3rd party vendor integrations

How Do We Handle Your Tickets?

NetBrain Technical Support Services prioritizes your tickets based on the severity of the impact on your environment. Please refer to the following table when logging a support ticket.

Ticket Severity	Definition	Impact to Operation
Severity 1	**Urgent:** Severe problem preventing customer from performing critical business functions with NetBrain	1. System has been observed to be crashed, inaccessible, in a hung state 2. End users are unable access or log into the platform 3. System operation is significantly impacted, such as severe performance degradation 4. System and/or data is at high risk of loss, breach, or interruption 5. System work-around is required immediately
Severity 2	**High:** NetBrain system is operational, but performance of functions is degraded or severely limited	1. System functions have been adversely impacted and are impacting normal operational activities 2. Key network devices are not working correctly within the context of troubleshooting activities 3. System and/or data is at potential risk for loss, breach, or interruption 4. QA environment(s) is/are inoperative 5. 3rd party integrations with NetBrain platform are not operating as expected
Severity 3	**Normal:** Minimal-to-no system impact; Includes proposed feature requests, questions about feature sets, general feature and functionality issues	1. Production or QA environments have encountered a noncritical problem or defect 2. General questions on best practices for product use 3. Proposed enhancements to the NetBrain platform 4. Sales inquirie s for additional feature licenses

Standard Support Overview

Features	Standard Support
Technical support coverage	24 x 5[1]
Number of active cases	Unlimited
Phone support	✓
Email support	✓
Digital Support Wizard	✓
Customer Support Portal access	✓
Basic how-to, troubleshooting, and question assistance	✓
NetBrain GitHub, documentation, videos, security alerts, and knowledge base	✓
Online support case management	✓
Application support for case-driven software patches and driver updates	✓
License activation and deactivation services	✓
Access to latest software upgrades	✓
NetBrain Automation Hotline	✓

Support is provided in English with local language accommodated, when possible.
[1] Excluding weekends and public holidays.

Standard Support Limitations

- Does not include the development of custom Parsers, Qapps, Data View Templates (DVTs), Network Intent, Dashboards, or Reports.
- Does not include ad hoc training or on call assistance to support troubleshooting of the customer or client network using the NetBrain platform through creation of Interactive (Runbook, Qapp, Data View Template, Auto-Intent), Preventative, or Triggered Automation.
- Does not include analysis or troubleshooting of performance problems as related to third-party products, hardware/virtual platform issues, or Operating System issues.
- Does not include assisted installation or assisted upgrades of the NetBrain platform.
- Does not include on-site travel to perform any support functions.

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