

SOLUTION BROCHURE

# Welcome to Entrust nShield Technical Support



**ENTRUST**

SECURING A WORLD IN MOTION

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## Welcome pack

### A guide to using Entrust nShield technical support services

Our global technical support team and customer service team are committed to providing 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.

This welcome pack will help you to understand how to access the range of support services available as part of your support package and ensure you get maximum value from Entrust nShield® support and customer services.



# What is in the welcome pack

## Getting started

This guide is intended to get you up and running with Entrust nShield support services as quickly and simply as possible. It will help you to understand the different contact methods to use to raise a technical or customer service query.

You will also find a description of the features included in each of our support packages, which have been designed to meet the needs of the critical systems within your organization.

# How to use Entrust nShield technical support services?

## How to contact us

There are three methods you can use to contact Entrust technical support and customer services to log a query:

- Logging into TrustedCare
- Calling Entrust nShield technical support – (see the technical support section of this guide for contact information)
- Emailing Entrust nShield technical support

## The help center

TrustedCare can be accessed from the following link:

<https://trustedcare.entrust.com>



Many questions and problems can be resolved using TrustedCare.

## Gaining access to TrustedCare requires an active support contract.

TrustedCare offers the following benefits;

- **Available 24x7:** TrustedCare is an easy-to-use self-service portal that provides unlimited access to a wealth of information via the web 24x7
- **Search the Entrust Knowledge Base:** Through our comprehensive search capability, TrustedCare offers a Knowledge Base with valuable troubleshooting advice, how-to articles, and best practices
- **Subscribe to product notifications and alerts:** TrustedCare offers a Newsletter feature that provides notifications of new software releases, product updates, security alerts, and other important support related news

Once you have a registered account for TrustedCare, to subscribe for updates, you simply select the product you would like to be notified about.

Many questions and problems can be resolved using TrustedCare such as product documentation, product release notes, security alerts, and bug information.

# How to access TrustedCare

## Request login credentials

Before you can access TrustedCare you must have an account with Entrust.

Anyone with a current valid support contract can get an account.

Either email the Entrust support team at [nshield.support@entrust.com](mailto:nshield.support@entrust.com) or phone using the contact numbers from the "How to contact us" section in this welcome pack.

If you already have an account but don't know your password, you can click the "forgot my password" link to reset your access to the site.

## How can we help?



Create a Case



Cases



Products



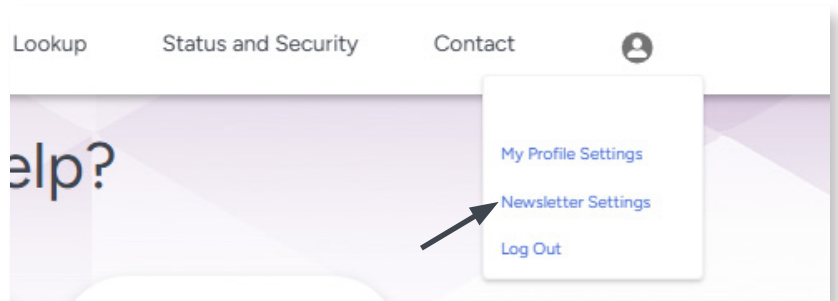
Knowledge



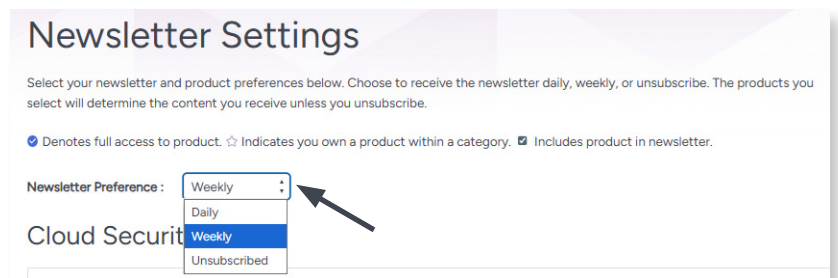
Contact Support

# How to subscribe to notifications and alerts

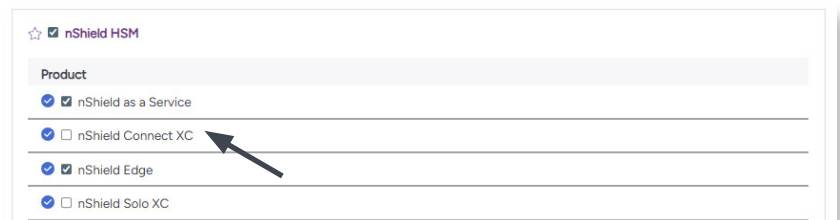
1. Click on Newsletter Settings



2. Select your newsletter preferences



3. Select your product preferences



# How to contact Entrust nShield technical support

## TrustedCare

You can raise a support case through TrustedCare. Simply log in and click on the 'submit a request' button in the top navigation menu.

<https://trustedcare.entrust.com>

### How can we help?



Create a Case



Cases



Products



Knowledge



Contact Support

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.

## By email

If you wish to contact us by email, our email address is: [nshield.support@entrust.com](mailto:nshield.support@entrust.com)

When we receive your email a case will be logged and an Entrust support engineer will contact you within the targeted time of your support contract.

Email is monitored during normal business hours.

## By phone

You can also contact us by telephone, using the following numbers.

**PLEASE NOTE:** incoming and outgoing phone calls may be recorded for diagnostic, quality, and training purposes.

### EMEA

8:30am–5pm (GMT)

**+44 (0)1223 723680**

### APAC

9am–5pm (Hong Kong)

**+852 28 210 120**

Australia

**+61 870 921 910**

Japan

**+81 3 4213-1750**

### AMERICAS

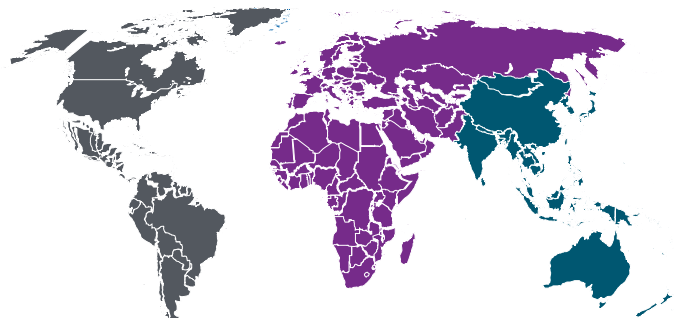
9am–9pm (GMT-5)

**+1 833-902-4990**

**+1 952-988-1550**

Brazil

**+55 11 4560 3640**



# What happens when you log a support case?



You will receive an email confirming your case reference number.



The case will be assigned to one of our knowledgeable technical support engineers, who will contact you to discuss the issue and plan the first steps toward reaching a resolution.



As the investigation into your issue progresses, we'll keep you updated on a regular basis. You can also check the current status of the case via TrustedCare.

## Anticipating our questions

We may need to ask you for some of the following information, to help us find a resolution to your issue:

- Serial number
- A description of the fault and the circumstances in which it occurs
- Information on the supported software or hardware unit (if applicable) e.g., version, license number, environment, etc.
- Diagnostic information (e.g., logs/debug/trace files/core dumps)
- An assessment of the severity of the fault in terms of the operational impact on your organization (please refer to the table overleaf)



# How do we handle your case?

We prioritize the case based on the severity of the impact on your environment and the service level you have purchased. Please refer to the following table when logging a support ticket through TrustedCare.

CASE SEVERITY	DEFINITION	RESULT
Severity 1	<b>Urgent:</b> Severe problem preventing customer from performing critical business functions	<ul style="list-style-type: none"> <li>• Production system crash or hang</li> <li>• Production data corruption (data loss, data unavailable)</li> <li>• Production systems significantly impacted, such as severe performance degradation</li> <li>• Production system and/or data is at high risk of potential loss or interruption</li> <li>• Production system work-around is required immediately</li> </ul>
Severity 2	<b>High:</b> Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ul style="list-style-type: none"> <li>• Production system adversely impacted</li> <li>• Non-production data corruption (data loss, data unavailable)</li> <li>• Non-production system crash or hang</li> <li>• Non-production system and/or data are at high risk of potential loss or interruption</li> <li>• Non-production system work-around is required immediately</li> <li>• Development system(s) is/are inoperative</li> </ul>
Severity 3	<b>Normal:</b> Customer or workgroup performance of job function is largely unaffected	<ul style="list-style-type: none"> <li>• Production or development system has encountered a non-critical problem or defect</li> <li>• Questions on product use</li> </ul>
Severity 4	<b>Low:</b> Minimal system impact; includes feature requests and other non-critical questions	Question/request for information/administration queries

## How to use Entrust nShield technical support services

	PREMIUM PLUS	PREMIUM	STANDARD
Phone support 24 x 7 x 365	●		
Phone support during regional business hours*	●	●	●
Log requests via TrustedCare and email support (regional business hours)	●	●	●
Maximum 4-hour response to initial query	●	●	
Maximum 8-hour response to initial query			●
Access to knowledge articles, product announcements, and information via TrustedCare	●	●	●
Advance replacement of faulty hardware	●	●	
Return failed hardware to Entrust for repair or replacement (15-day turnaround)			●
Firmware and software updates	●	●	●
Hot fix for firmware and software issues, if available	●	●	●

\*See section **How to contact Entrust nShield technical support**

## Premium Plus

- 24/7 access to our expert technical support via TrustedCare, phone, and email
- Initial response within four hours
- Critical incident management process, to handle mission-critical technical issues
- Hot fixes for software and firmware issues
- Advance hardware replacement
- Access to TrustedCare and Knowledge Base
- Software, firmware, and documentation updates
- Priority escalation handling

Our Premium Plus support package provides our highest level of 24x7 technical support. It is designed for organizations who cannot allow their business to be impacted by extended outages within their critical live environment.

Premium Plus support includes access to our highly skilled team of technical support engineers, 24 hours a day, 365 days a year (by phone only at weekends and public holidays) and our Advance Replacement service. Once the fault is confirmed this service dispatches a replacement device by the end of the next business day, without the need to return the faulty hardware first.

Advance replacement – Please note that a replacement unit always contains the most up-to-date software, while your existing unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, then please alert us in advance.

You will need to remove and return the failed product to us and install the repaired/replacement product at your cost, including any taxes and duties.

## Premium

- Access to our expert technical support team via TrustedCare, phone, and email during regional business hours
- Initial response within four hours
- Critical incident management process, to handle mission-critical technical issues
- Hot fixes for firmware and software issues
- Advance hardware replacement
- Access to the Knowledge Base
- Software, firmware, and documentation updates
- Priority escalation handling

Our Premium support package includes most of the features of the Premium Plus package, including advance hardware replacement, faster response times, and priority escalation handling. It's suitable for your live system environments, where a 24/7 service is not required.



Please phone Technical Support for immediate assistance with critical issues.

## Standard

- Access to our expert technical support team via TrustedCare, phone, and email during regional business hours
- Initial response within eight business hours
- Hot fixes for software and firmware issues
- Access to Knowledge Base
- Repair or replacement of verified faulty units within 15 working days of receipt

The Entrust Standard support package provides your organization with the technical support services you may need for a non-critical, development, or test environment. It allows you access to our team of technical support engineers, who will endeavor to answer any questions you may have about installing, configuring, and maintaining your Entrust products. Hardware replacement (standard package) – We will repair an original hardware unit or provide a replacement following receipt of your report and our acknowledgment that the product unit has failed. We will then ship the repaired or replacement unit within 15 business days of receipt of the failed unit. You will need to remove and return the original product to us and install the repaired/replacement product at your cost, including any taxes and duties. Please note that a replacement unit always contains the most up-to-date software, while your unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, please alert us in advance.



## Customer services

Once the nShield technical support team has diagnosed that your hardware is faulty, our dedicated Customer Services team will work with you to co-ordinate the logistics of replacing or repairing your failed device.

### Premium and Premium Plus:

Upon confirmation of delivery details, our customer service team will work toward shipping an equivalent replacement device by the end of the next working day.

Return of the failed device is not required until you have received the replacement device.

### Standard:

Our Customer Services team will arrange for collection of your failed device. Once received at our hub the device will be repaired and returned within 15 working days of receipt. If the device is irreparable, a replacement will be shipped.

In all cases a pre-paid shipment will be offered for both the replacement and return.

### Additional Information:

- Entrust Data Protection Solutions has a logistics hub based in the European Union to alleviate shipping delays following Brexit.
- Unless otherwise requested the repaired/replaced device will be returned on our latest FIPS approved firmware.
- For Premium Plus and Premium, following receipt of the replacement device, the faulty unit must be returned within 2 weeks.

## ABOUT ENTRUST

Entrust fights fraud and cyber threats with identity-centric security that protects people, devices, and data. Our comprehensive solutions help organizations secure every step of the identity lifecycle, from verifying identity at onboarding to securing connections and fighting fraud in everyday transactions. Ongoing monitoring supports compliance and safeguards keys, secrets, and certificates. With a foundation of identity-centric security, our customers can transact and grow with confidence. Entrust has a global partner network and supports customers in over 150 countries.

For more information, visit [www.entrust.com](http://www.entrust.com).