



Tripwire Support Policies & Hardware RMA

Tripwire Support Services are provided to assist Tripwire customers with troubleshooting issues resulting from use of supported Tripwire products on supported platforms. The Tripwire Technical Support team and its customers are partners in the troubleshooting and resolution of issues.

Tripwire Technical Support services are generally offered for a one-year term, unless otherwise set forth on the applicable Tripwire quotation. Tripwire provides global support services to customers using support centers located throughout the world. Support Hours for specific countries may be found at <https://tripwireinc.force.com/customers/contact>. We also provide 24x7 emergency call-back support for Severity Level 1 - System Down issues. Emergency support must be initiated by calling our support centers and following the automated process to page a support resource for the affected product. Our support levels and operating goals are outlined below.

This support policy is subject to change without notice; current policies are available online at <https://www.tripwire.com/customers/support-policy/>. All software downloaded from the Tripwire Customer Center ("TCC") is subject to the terms and conditions at <https://www.tripwire.com/terms/> unless superseded by an agreement signed by the customer and Tripwire since 2010.

Support Services:

Technical Support for Tripwire's supported products is available via a variety of contact methods:

- Direct telephone access during business hours, numbers and hours of operation are specified on our web site
- Support case submission via email to support@tripwire.com
- 24x7 access to the TCC, Tripwire's self-service support portal (details on the TCC are at the end of this document).

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Tripwire product may be found online at: [Tripwire Product Discontinuation Policy and Schedules](#)

During the support term purchased, Support includes:

- Access to Support via the online TCC Portal, email, or phone
- Emergency 24x7 support for Severity 1 – System Down issues
- Unlimited TCC Users
- Executive invites to local CISO Breakfast events. (Please contact your Account rep for more info)
- Technical webinars for product releases
- Annual product assessment (Please contact your Account rep for more info)

Providing technical support does not imply that Tripwire will fix software defects or make changes to the software. The following items are **NOT** generally supported:

- Operating systems and third-party applications
- Alterations or revisions to the Tripwire software made by the customer or third parties
- Use of the Tripwire software in a manner other than as authorized in the applicable license agreement
- Use of any Tripwire software other than the currently supported releases
- Requests from customer personnel other than the customer's named Technical Account Contact
- Continued support for issues for which Tripwire has provided corrections that have not been implemented by the customer, or continued support when data requested from the customer has not provided
- Tripwire software products and tools provided at no cost
- Training
- Implementation/upgrades/migrations
- Policy and content creation
- Technical account management (except for those customers who have specifically purchased this service)
- Customization (scripting, integration, content creation) services.

NOTE: Although these are not generally supported, these services may be purchased through Tripwire's Consulting Services group. Please contact your Account representative for more information.

Relief Goals:

Relief Goals describe the target time period for Tripwire to provide a resolution for an issue. Resolutions may include temporary solutions such as, patches and workarounds, and/or more permanent solutions provided in future releases of the products. In some instances, and at Tripwire's discretion, the resolution of an issue may involve the removal of the product(s) or functionality from the customers system(s), or requiring a customer to upgrade to the current version in order to resolve issues either known or unknown. For Severity 3 & 4 issues, resolution may include logging an issue request for resolution in an upcoming regularly scheduled product release or documentation update cycle. Providing relief goals does not imply that Tripwire will fix software defects or make changes to the software.

To qualify for the relief goals, customers must provide the Tripwire Technical team enough information to allow the Tripwire team to reproduce the error. Tripwire's ability to provide support will depend, in most cases, on the customer's ability to provide accurate and detailed information and to aid in handling a support request or error report. Customers may be required to perform reasonable troubleshooting tasks as recommended by Tripwire's staff.

IMPORTANT

After Hours Severity 1 – System Down issues MUST be reported by phone in order to have an engineer paged for response.

Severity Level	Description	Contact Method	1 st Response Goals	Relief Goals
1 – System Down	Product is inoperable or non-functional; business outage; data is lost.	Phone, Email, or Portal	1 hour **	1 Business day
2 – High	Major business impact; Product is crippled but somewhat usable; Very difficult to work around.	Phone, Email or Portal	1 hour †	2 Business days
3 – Medium	Moderate business impact; production is proceeding but impaired; Workarounds are available.	Email or Portal	4 hours †	5 Business days
4 – Low	Minimal business impact; Cosmetic problems; Usage questions; Feature Q&A; Issue doesn't require resolution	Email or Portal	4 hours †	Next Product Release

† During business hours only

** After hours Severity Level 1 – System Down requires a report by phone

Escalation Procedure:

The Tripwire Technical Support team strives to solve issues in a timely manner. When needed, we will use the Tripwire escalation process to raise the visibility of your important issues within Tripwire. Our escalation process includes evaluating the severity level of the issue based on both the impact to our customers and the severity of the issue within the product. Tripwire may, at its discretion, pass any issue into the escalation process.

Once an issue has been escalated, Tripwire Technical Support will coordinate internal and customer resources to gather pertinent data required to identify and resolve the issue. Customers are expected to provide adequate resources to gather the requested data, and to assist in troubleshooting the issue. Tripwire, at its sole discretion, may request to place personnel onsite to assist with resolution of an issue. Personnel may include, but are not limited to Sales/System Engineers, Technical Support Engineers, Professional Services Consultants or Development/QA Engineers.

System Information and Functional Data Usage:

Tripwire collects and analyzes usage data derived from the operation of Tripwire products and services ("Usage Data"). Tripwire may utilize the Usage Data to optimize and improve its products and services or otherwise operate Tripwire's business. To the extent Usage Data is utilized and includes any customer data, any such customer data will be de-identified so as to not include the identity of Customer, Customer personnel, or Customer assets. Tripwire only provides access to Usage Data to authorized third parties for the purpose of operating or improving Tripwire products and services, consistent with Tripwire's privacy policy, information security policy, and applicable customer contracts.

Tripwire Appliance Support:

In the event of a failure of a supported Tripwire appliance that is on a current support term, Tripwire will ship a replacement product within one (1) U.S. business day of processing the Return Materials Authorization (the "RMA") request. Tripwire will pay for shipping for the replacement to the Customer and for the return of the failed appliance to Tripwire, unless the failure was due to one of the following exclusions, in which case Customer will be responsible for all shipping and repair costs. The appliance and all components are required to be returned within 30 days of receipt of the replacement or subject to being billed for the replacement cost.

Exclusions to Technical Support Services for Appliances

Tripwire will have no obligation to provide Technical Support for problems in the operation or performance of the appliance to the extent caused by any of the following:

1. Customer's failure to follow Tripwire environmental, installation, operation or maintenance specifications or instructions.
2. Material modifications, alterations or repairs made other than by Tripwire or at the direction of Tripwire.
3. Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing or operation of the appliance.
4. Power failures, surges, lightning strikes, fire, flood, accident, and actions of third parties or other like events outside Tripwire's reasonable control.

If Tripwire determines that it is necessary to perform Technical Support Services for a problem in the operation or performance of the appliance that is caused by one of the foregoing, then Tripwire will notify Customer as soon as Tripwire is aware of such a problem and Tripwire will invoice Customer at Tripwire's then-current published time and materials rates for all such Technical Support Services approved by Customer and performed by Tripwire.

Appliance RMA Process:

1. Customers will contact the Technical Support department when they experience a hardware problem with a supported appliance under a current support term. If Technical Support staff determine that the issue requires replacement of the appliance, a completed RMA Request Form will be provided to the customer which includes the RMA tracking number.
2. Tripwire's staff will initiate the request for a replacement appliance. The Support case will remain open until the issue has been resolved and the old appliance or hardware has been returned by the customer. If the failed appliance and components are not returned to Tripwire within 30 days after receipt of the replacement appliance, Tripwire may invoice Customer for the full replacement amount of the appliance.
3. Replacement appliances will be shipped within one (1) U.S. business day after of the RMA Request Form has been processed.
4. Unless otherwise specified, all domestic replacements will be shipped via overnight service. International shipments will be shipped priority via freight forwarder utilizing the best carrier at the time. International shipments are DAP; because the Customer is the importer of record, the Customer must provide its VAT registration number, licenses or permits and other information required by shipping regulations.

Hours of Operation with Contact Methods:

Contact Support page: <https://tripwireinc.force.com/customers/contact>

Please see the above URL for the most up to date listing of contact methods and holiday schedules.

HOURS OF OPERATION

North America

Tripwire Support is open Monday-Friday, 6:00am-6:00pm PT, 9:00am to 9:00pm ET. We recognize US Federal Holidays. *Emergency 24x7 Support is provided via call-back service for Severity Level 1 – System Down issues only.*

Europe

Tripwire Support is open Monday-Friday, 8:00am-8:00pm London (BDT/BST). We recognize England's Public Holidays. *Emergency 24x7 Support is provided via call-back service for Severity Level 1 – System Down issues only.*

Asia and Pacific

Tripwire Support is open Monday-Friday, 9:00am-6:00pm Sydney (AEDT/AEST), 7:00am to 4:00pm Singapore (SGT). We recognize Australian Holidays for APAC, and Japan holidays for Japan.

Emergency 24x7 Support is provided via call-back service for Severity Level 1 – System Down issues only.

EMAIL SUPPORT†

support@tripwire.com

† In order to email Tripwire Support, customers must have a current Tripwire Support contract or be registered as a Partner. Customers are also required to be registered in our TCC to be able to send and receive Support emails.

PHONE SUPPORT

North America			
US and Canada	866.897.8776 (Toll Free) 503.276.7663 (Local)	Eastern Central Pacific	9:00am–9:00pm EST/EDT Mon-Fri 8:00am–8:00pm CST/CDT Mon-Fri 6:00am–6:00pm PST/PDT Mon-Fri
Europe, Middle East and Africa (EMEA)			
UK, France, Germany, Benelux and Nordics	00 800-77517751	London Berlin, Amsterdam, Copenhagen	8:00am–8:00pm BST/BDT Mon-Fri 9:00am–9:00pm CET/CEST Mon-Fri
Austria	0800.802064 (Toll Free, no mobiles) +43.720.880277	Vienna	9:00am–9:00pm CET/CEST Mon-Fri
Saudi Arabia	966-8111041066	Riyadh	11:00am-11:00pm AST Mon-Fri
Asia Pacific (APAC)			
Australia	1800 193 879	Sydney	9:00am–6:00pm AEST/AEDT Mon-Fri
New Zealand	0800-003357	Auckland	11:00am-8:00pm NZST/NZDT Mon-Fri
Singapore	+65-31580300	Singapore	7:00am–4:00pm SGT Mon-Fri
Malaysia	1-800-815-311	Kuala Lumpur	7:00am–4:00pm MYT Mon-Fri
Hong Kong	+852-58081320	Hong Kong	7:00am–4:00pm HKT Mon-Fri

Tripwire Customer Center (TCC) Portal

The Tripwire Customer Center (TCC) is a full-feature portal allowing our customers to access their Profile, Support Case Management, Product Downloads and Updates, Access License Keys, Education Center, Community Forums, IDEAS feature request board, self-help Knowledge Base (includes articles, user guides and How-to articles), product videos, documentation library, and links to our extensive library of Training programs (including on-demand training sessions).

Use of the TCC is restricted to users whose companies have an active support agreement in place with Tripwire. Users may not use a generalized email distribution list (e.g., "support@mycompany.com") as the contact email address for their TCC account. In order to register for an account, users are required to provide an individual email address.

To Register for an Account

- Contact your Account Rep or email portalrequest@tripwire.com with the following information:
 - Full name
 - Company name
 - Contact phone number
 - Business title
 - Any additional information that may help to locate your account. (Tripwire license keys or serial #'s, coworker name already with an account, etc)

Log in: <https://tripwireinc.force.com/customers>

- Username is your business email address

This Tripwire Support Policies & Hardware RMA document may be found on our Support Policies page:

<https://www.tripwire.com/customers/support-policy/>