



# **TECHNICAL SUPPORT GUIDE 2024**

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## Getting Started With Technical Support

AccuKnox has active support teams spread across global regions. The Technical Support team is highly skilled on AccuKnox products and understands customer needs. As a customer with AccuKnox Support, you are entitled to a number of predetermined technical support contacts who may help in debugging critical issues and provide solutions. By following the procedures such as create cases, search AccuKnox knowledge base, review product documentation. The authorized contacts must be specifically named individuals.

## Roles and Responsibilities

Role	Description
Customer	<ul style="list-style-type: none"> <li>Communicate business impacts of any technical issues appropriately.</li> <li>Provide information reasonably requested by AccuKnox such as product logs, diagnostic files, debug data, packet captures as needed.</li> <li>Provide timely responses to requests for information, files, and follow-up calls.</li> <li>Engage internal technical and management resources appropriately.</li> <li>Have internet access to join web meetings and share applications and desktops.</li> </ul>
AccuKnox Solutions Engineer	<ul style="list-style-type: none"> <li>Understand the business impact of the customer's issue.</li> <li>Provide technical expertise related to AccuKnox products and solutions.</li> <li>Troubleshoot and resolve the customer's issue.</li> <li>Provide status updates through the resolution process.</li> </ul>
AccuKnox Technical Support Manager	<ul style="list-style-type: none"> <li>Ensure the highest degree of technical know-how in Technical Support.</li> <li>Keep apprised of critical customer issues.</li> </ul>
AccuKnox Customer Success Manager	<ul style="list-style-type: none"> <li>Understand customer requirements.</li> <li>Recommend solutions with AccuKnox technology that meet requirements.</li> </ul>

## Product Documentation

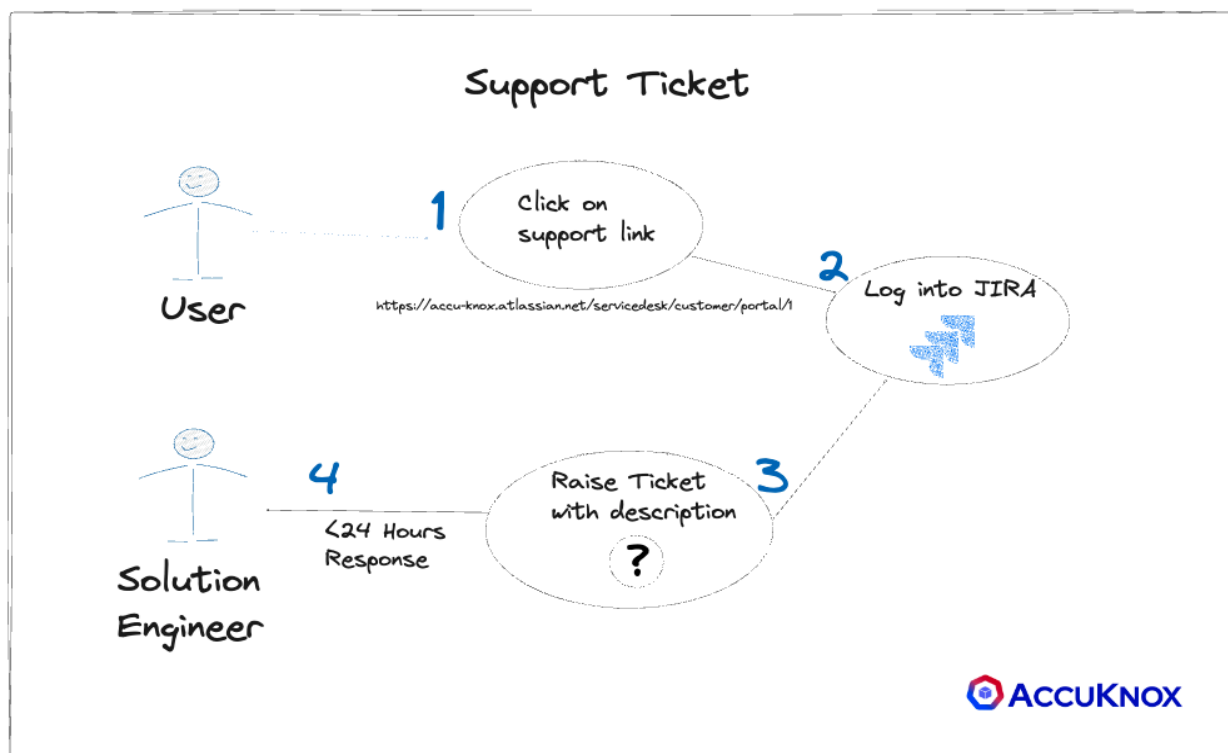
- The AccuKnox Documentation can be found here:
  - <https://help.accuknox.com/>
- Empower your security team with the product knowledge they need to maximize the value of your solution. Through our on-demand courses and virtual or on-site instructor-led courses, we can ensure your practitioners are prepared to achieve your security goals. Please visit our Education site here:
  - <https://www.accuknox.com/certification/>

## Email Support and Procedures

- Email at [support@accuknox.com](mailto:support@accuknox.com) (or)
- Raise a support ticket using this [AccuKnox Support link](#)
  - For first time users, it needs Jira signup
  - Try opening in Incognito mode
- Our Support team will respond back to the ticket ID within <24 working hours

## Support Workflow

- After support ticket is created, users can track their ticket status from the ticketID



## Priority Level

When submitting a case, you will be asked for the Priority Level. The TSE will evaluate the case, compare it to the Descriptions listed below, and may change the priority of the case based on their discretion.

Technical Support also has a Knowledge Base article which lists example issues for each priority level:  
[Technical Support Case Priorities](#)

Technical Priority	Description
P1 - Critical	Product functionality completely degraded – critical impact to business operation
P2 - High	Product functionality severely degraded – severe impact to business operations
P3 - Medium	General errors/issues – product impaired however business operations remain functional
P4 - Informational	Basic information or assistance with AccuKnox products – little to no impact on business operations

## Case Information Required

Getting pertinent information about your case up front reduces the back-and-forth communication and significantly shortens the time it takes to resolve an issue.

When opening a case, please be prepared with the following information:

1. Contact Name and Name of Organization
2. Business Impact and context, including any project schedules that are at risk
3. Product
4. Priority
5. Screenshots, logs, and/or diagnostic files
6. Was it working before? When did it stop? What, if anything, has changed?
7. What error messages are received?
8. When and how often does the problem occur?

At any time, Technical Support may require specific information pertaining to any of the above items or others that are unlisted. It is typical for Technical Support to ask to see these or speak with client resources in order to rule out any known issues

## Video Conferencing Options

AccuKnox uses Zoom/Google meet Video Communications for video conferencing when needed. The need for a Zoom meeting is at the sole discretion of Technical Support. Technical Support, when necessary, will schedule 30 minutes for a remote session with an agenda defined in advance. Real time analysis of support case data will occur after Zoom meetings. Remote sessions will be rescheduled if failure to attend or arriving more than 5 minutes after the scheduled start of the meeting.

## Case Resolution

A case is resolved with:

- Documentation of product behavior
- An acceptable workaround
- A software update or patch
- A fix to product documentation

## Closing a Case

A case is closed upon customer confirmation of the resolution or lack of response over a period of time. A workaround or interim solution may be applied and the status also changed to Closed, with consent of the customer. In only very rare circumstances (e.g. unresponsiveness, unprofessionalism) will Accuknox close a case without customer consent. Case context is preserved, and closed cases may be re-opened within 3 days.

## Resources

- On-Prem deployment guide - [Document here](#)
- For more information, refer [help.accuknox.com](http://help.accuknox.com)

## FAQs

1. If constant support is needed can we engage on a messaging stream?
  - Yes, we can create a temporary Slack channel and discuss there
2. What are the resource requirements for the On-Prem deployment?

Nodes	vCPUs	RAM (GB)	Disk (GB)
4	8	32	256
5	4	16	128

3. Is completely Air-Gapped On-Prem environment supported?
  - Yes, Accuknox can support completely Air-gapped
4. How to handle upgrades and what is the tentative frequency of updates?
  - AccuKnox makes regular software releases on a monthly basis, release notes [here](#)
  - AccuKnox will provide the latest version package, which can be installed in the target environment in simple steps
  - AccuKnox Solutions Engineering and DevSecOps teams to provide assistance in the latest package installation, if need be.
  - For more FAQs, visit: <https://help.accuknox.com/fags/>