

Kaseya

Technical Support Guide

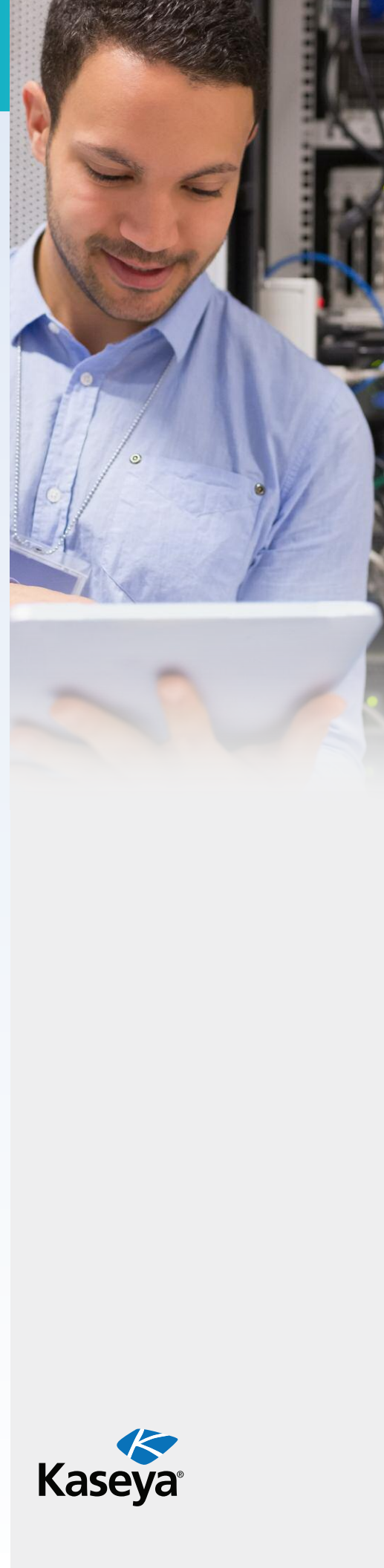
Technical Support information applicable to:

Kaseya VSA

Kaseya Traverse

Kaseya EMM

Kaseya 365 Command



Introduction

Kaseya Technical Support responds to partner and customer requests for assistance to help evaluate, identify and resolve technical problems encountered with Software covered by an active Subscription License or Maintenance Subscription, as defined in your Kaseya End User License Agreement.

Kaseya has several product lines in which our support policies vary in terms of obtaining technical support. Please take a moment to review this guide in its entirety to allow you to take full advantage of all our support offerings as you need them. We appreciate your business and look forward to providing you with the best customer support experiences possible.

To acquire additional licenses across these product lines, please send an email to orders@kaseya.com, or your Customer Success Advisor.

Global Support Hours of Operation

Our Global Technical Support team is available Monday through Friday from 7:00 am to 7:00 pm in your local time zone.

Global Support Contact Numbers

NORTH AMERICA/CANADA

Toll-Free (inside US) 1-877-926-0001 - Option 4

Direct Dial (outside US) 1-415-694-5700 - Option 4

EUROPE

Dublin +353-1-5262938

Amsterdam +31 (0) 20 301 08 88

London +44 (0) 870 042 2360

ASIA PACIFIC

Auckland +64 (9) 914 4449

This guide is applicable to the following product lines.

Kaseya VSA

Kaseya Traverse

Kaseya EMM

Kaseya 365 Command

Support Services Include:

Customers with active maintenance subscriptions, or active subscriptions to Kaseya Software, are entitled to the following Kaseya Technical Support Services which includes:

- Online support for self-service and case management
- 24x7x365 support for Severity 1 (1-Critical/System Down) cases
- Product releases/version updates
- Product fixes
- Troubleshooting of technical issues
- Access to knowledge documents
- Kaseya Communities

Support Services Does Not Include:

Kaseya Technical Support does not include implementation, training, consulting, development or hosting services. For questions that are out of the scope of Technical Support (see details below), please contact your Customer Success Advisor for more information.

Kaseya Technical Support does not support:

- Installation or upgrading SQL Server
- Microsoft OS controlled directories set as a Kaseya Agent working directory
- Troubleshooting issues specific to plugins
- Custom created agent procedures or creating a new custom agent procedures
- Use of the product in any operating environment other than one certified by Kaseya
- Failure to incorporate any Releases, Updates, or Patches previously provided by Kaseya which corrected such issue.

Questions that are out of the scope of Kaseya's Technical Support should be directed to Kaseya's Consulting located via this link (<http://www.kaseya.com/customer-success/services>) or our Education department located via this link (<http://www.kaseya.com/customer-success/training>). Please contact your Kaseya Account Manager for more information for your respective region located via this link (<http://www.kaseya.com/about-us/contact-us>).

Engaging with Technical Support

Customers have the ability to obtain technical information about Kaseya Software through a variety of methods.

Knowledge Base

Kaseya actively maintains an expansive self-service Knowledge Base with articles addressing issues and questions affecting multiple customers. Kaseya recommends searching the Knowledge Base prior to logging a support ticket. <https://helpdesk.kaseya.com/forums>

Kaseya Community

All Kaseya customers are asked to have an active membership on the Kaseya Community. Here, customers can exchange information with one another regarding specific use-cases and questions. Kaseya Technical Support actively monitors the forums and will engage when appropriate. <http://community.kaseya.com>

Kaseya Helpdesk

Customers with active maintenance subscriptions, or active subscriptions to Kaseya Software services that include the ability to submit tickets via our support helpdesk, may also request technical support from Kaseya directly. A support ticket will be created based on information supplied, and a ticket number will be assigned at the time of creation to be used for tracking and communication purposes. <https://helpdesk.kaseya.com>

Phone Support

Support can be obtained via phone if necessary during Kaseya's Support Hours of Operation (Please see Global Support Hours of Operation and Contact Numbers presented at the beginning of this document). **Please Note:** In order to obtain support from Kaseya via phone, a support ticket is required to be logged prior to engaging with our Support Technicians.

This ticket number must be referenced for all future feedback and communication.

Kaseya's Technical Support protocol is to respond to tickets that have been opened according to the Severity Level definitions as described below. Responses will be via ticket updates that may be viewed in the system at the <https://helpdesk.kaseya.com> site, referencing the ticket number. Telephone communication may also be used in the course of researching and responding to tickets, but in all cases, a ticket must be opened in the system in order for technical support services to be delivered.

In addition to submitting a support ticket, customers can also take advantage of our self-service offerings by reviewing our reference information available in our latest Documentation located via this link (<http://help.kaseya.com>), our Knowledge Base located via this link (<https://helpdesk.kaseya.com/forums>), our Education located via this link (<http://www.kaseya.com/customer-success/training>), and searching the user forums located via this link (<http://community.kaseya.com/xsp/default.aspx>).

Customer Responsibilities

Kaseya's ability to provide quality Technical Support Services is conditioned upon the following:

- Following all of Kaseya's installation and maintenance instructions.
- Using the Kaseya Knowledge Base system to research topics and potential resolutions prior to submitting a ticket.
- Making reasonable efforts to resolve any tickets after obtaining a proposed resolution from Kaseya.
- Using best efforts to provide Kaseya, at Kaseya's reasonable request, with data, information, assistance, materials and access to customer's equipment as necessary.
- Installing all patches and updates during your next available maintenance window.
- Ensuring that all hardware and environmental specifications meet Kaseya documented requirements.
- Eliminating potential conflicts caused by non-Kaseya software interfering with Kaseya Software operation.
- Creating a separate support ticket for each unique issue through Kaseya's online support system to obtain assistance from a Kaseya Support Technician.

Weekend Support Coverage

Our Global Technical Support team is available on Weekends starting from Friday at 7pm ET through Sunday at 4pm ET but **ONLY** for **1-Critical/System Down** issues. All other non-critical issues will be addressed during Kaseya's Global Support Hours of Operation Monday through Friday. All customer requests for **1-Critical/System Down** issues during the weekends must be entered through Kaseya's online helpdesk system at <https://helpdesk.kaseya.com>.

A support ticket will be created based on information supplied, and a ticket number will be assigned at the time. Customers must also provide all required information described in the **"Properly Documenting and Submitting a Support Ticket"** section below, and a support technician will engage the customer via phone.

Severity Levels Response Time Objectives

Initial response to a correctly-defined support ticket by a Kaseya Technical Support technician will be provided via the ticketing system or by telephone, and is dependent upon and prioritized according to the Severity Level of the issue and other factors. These Severity Levels determine the target response time and are best efforts and may vary. If you falsely report a 1-Critical/System Down issue other than the described criteria, the severity will be downgraded.

To provide the best possible service levels, Kaseya must require that customers and partners abide to the system. Those who abuse the system by regular false reports, the customer may be subject to reduced support benefits.

Estimated response times based on severity

Severity	Type of issue	Available Support Times
1	Critical/System Down <ul style="list-style-type: none"> Entire application or system down Agents offline Kserver stopped 	24x7x365 Highest priority for response
2	Significant Impact <ul style="list-style-type: none"> Significant loss of application functionality with major production impact The system integrity is at risk 	During Kaseya Support Business Hours High priority for response
3	Normal Impact <ul style="list-style-type: none"> Moderate loss of application functionality with some production impact Minor software limitation Workaround possible 	During Kaseya Support Business Hours Priority for response
4	Low/Informational <ul style="list-style-type: none"> Minor loss of application functionality Inquiries related to integration, installation and configuration. Non-critical questions Product knowledge Feature requests 	During Kaseya Support Business Hours Priority for response

*View this link for a detailed definition of Severity Levels -

<https://helpdesk.kaseya.com/entries/45166876-Business-Impact-Severity-levels-Definition-Examples>

Properly Documenting and Submitting a Support Ticket

When submitting a new ticket, various items of information are required for the Kaseya Technical Support staff to properly identify and diagnose the issue. This information **must** include but is not limited to:

- **Subject:** A short summary of the issue.
- **Description:** The full description of the issue and expected results, with as much detail as possible.
- **Business Impact (Severity):** View this link for a detailed definition of Severity Levels <https://helpdesk.kaseya.com/entries/45166876-Business-Impact-Severity-levels-Definition-Examples>
- **Server URL:** The full web address of the Kaseya Server in question.
- **Module or Product Category:** Values as documented in the Kaseya ticketing system.
- **Steps to Reproduce:** The steps that led to the issue and specific instructions to recreate the issue.
- **Example Machines:** The Group ID and Machine ID of endpoint computers exhibiting the reported issue.

Failure to supply this information with the submission of a ticket may result in delay in obtaining support assistance, or in the ticket being placed in a hold status, pending the required information being provided. If the customer fails to implement the steps suggested to troubleshoot or correct the issue, Kaseya Technical Support may close and/or reduce the ticket Severity Level, as defined in the Severity Levels section above. In addition, customers are encouraged to provide details of any special circumstances surrounding the discovery of the issue.

Escalation Management

Kaseya Technical Support will automatically escalate business-critical issues and will make commercially reasonable attempts to remain engaged until a resolution or workaround is in place. Customers may request further escalation at any point by requesting updates or escalating in the ticket, and by requesting consultation with Kaseya Technical Support Management, either within the ticket or by telephone during Kaseya's Technical Support business hours.

Our friendly Kaseya Support team is on hand to help answer any technical questions and solve your immediate problems. Our ultimate goal is to ensure that your entire experience with Kaseya Support is always professional, pleasurable and consistently brings you value. Please refer to the Kaseya Knowledge Base located via this link (<https://helpdesk.kaseya.com/forums>) for more helpful information.

ABOUT KASEYA

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com