websense®
ESSENTIAL INFORMATION PROTECTION™

websense®
Technical Support
Services

User Guide

Websense Technical Support User Guide

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Welcome

It is our pleasure to welcome you to Websense and the Websense Global Technical Support organization, where customer satisfaction is our primary objective. Websense Essential Information Protection™ solutions are backed by a worldwide team of highly trained and experienced technical support engineers. With operations around the globe, we provide our customers with the services required to help manage the risks of dynamic Web 2.0 applications, ensure safe and productive use of the Internet, and provide protection for critical systems and information.

To maximize the value our customers receive from Websense Global Technical Support we have created this User Guide to help you become familiar with our support offerings, programs, services, and procedures. The most current information pertinent to each item below can be found on our support Web site. Please check the Web site for the latest and most current information regarding Websense Global Technical Support.

Technical Support Overview

Websense Global Technical Support Programs

To support our Web, messaging and data security solutions, we offer three global support offerings: *Standard Support*, *Premium Support*, and *Mission Critical Support*. These choices
offer the flexibility you need to select the support program that is best suited to help you maximize your investment with Websense.

Standard Support

Included with every Websense subscription, Websense Standard Support provides unlimited 24x7 access to the eSupport Self Service Websense Knowledge Base and MyWebsense, our secure Web portal, Support Forums. During your subscription term, these resources enable you to submit and manage your support case; take advantage of the latest security features; download software, upgrades, updates and patches; and review Websense product documentation.

Premium Support

If your business has 24-hour operations and does not stop for weekends or holidays, Premium Support is designed for you. You will be provided with a toll-free number for use around the clock to get answers to your most pressing and difficult questions regarding installation, configuration, and software issues. Websense employs a global "follow-the-sun" network of support centers that target one-hour response times for Severity One issues and ensure that you receive priority when you call. Severity One issues receives after-hours support. Severity Two, Three, and Four issues will be worked during regular business hours.

Mission Critical Support

Mission Critical Support combines all the benefits of Premium Support with proactive technical responses coordinated by a highly trained technical account manager (TAM) who is assigned to you to help you maximize your ROI with Websense. Your TAM works closely with your organization to ensure the highest performance, reliability, and availability of your Websense solutions. It begins with your TAM taking the time to understand your complex environment and assisting with your strategic support planning to help mitigate security risk, resolve issues quickly, and minimize downtime for your critical systems. All of these are designed to help keep your business running and ensure your ability to leverage the power of integrated Web, messaging, and data security solutions.

Websense Global Technical Support Program Comparison

Support Program	Standard Support	Premium Support	Mission Critical Support
Assisted Support	5-incidents per subscription year*	Unlimited – Priority queue over Standard	Unlimited – Highest queue prioritization
Online Case Portal and Phone Support	✓*	✓	✓
Knowledge Base	✓	✓	✓
Technical Library and Product Documentation	✓	✓	✓
Support Forum	✓	✓	✓
Security Alerts Notifications	✓	✓	✓
Product Upgrades, Updates, and Patches	✓	✓	✓
MyWebsense secure portal	✓	✓	✓
Telephone access to Technical Support Engineers	Business Hours Monday – Friday**	24x7†	24x7†
Severity-one Technical Response	1-Hr	1-Hr	30-Min
Appliance Support		✓	✓
Enhanced Classification Lookup		✓	✓
Technical Account Manager			✓
Strategic Account Planning			✓
Architecture Review			✓
Migration Planning Assistance			✓
Training Recommendations			✓
Periodic Account Reviews			✓

* 5-incidents per subscription year. All incidents can be used during subscription term. An incident is used and will be decremented from the total incidents every time a new case is opened with technical support. All incidents expire at end of subscription term.

** Please refer to business hours for your region. Cloud Security products receive 24x7 support for Severity One issues.

† Around the clock 24x7 support for Severity One issues only.

Additional and up-to-date information about Websense Global Support Programs is located at our Websense Global Technical Support Web site.

Hardware Support

Support for hardware is required when hardware is purchased from Websense. The support options available with hardware are Premium Support and Mission Critical Support. Support for hardware is available only during the subscription term for up to a maximum of three (3) years from the original date of purchase.

In addition to the Premium Support or Mission Critical Support offerings, hardware support includes:

- Repair or replacement of defective hardware materials and workmanship, including internal peripherals
- "Retain your hard drive" capability in the event of hard drive failure and replacement
- Telephone-based troubleshooting
- Severity One level on-site support provided by a Websense authorized service technician at subscriber's business location on record

Getting Started with Support

MyWebsense Account ID

To take full advantage of Websense Global Technical Support services, start by creating a MyWebsense.com user account. You can create an account at: https://www.websense.com/MyInfo/MyInfo.aspx.

Your Account ID is located on the MyWebsense.com Web site. Present this Account ID when contacting support to get a faster phone response.

Cloud Web and Cloud Email Security Customers

You must authenticate yourself with your Customer Support PIN when calling Websense Customer Support. Your PIN is always visible above the menu bar in the Cloud Security portal. Each PIN is unique for each portal user, and is generated when a user logs on. The PIN is then valid for 24 hours after logon. After the 24-hour period has expired, a new PIN is generated. Note that in order to preserve and maintain the security of your data, Customer Support representatives will not be able to provide support without an accurate, up-to-date PIN.

Scope of Websense Global Technical Support

Technical Support Includes:

- Support for Websense product and services versions, as defined in the Certified Product Matrix at:
  https://www.websense.com/content/SupportedProductMatrix.aspx
- Help with questions and product behavior issues pertaining to supported Websense products and services in areas of:
  - o Installation
  - o Deployment
  - o Administration and configuration
  - o Maintenance and upgrade
  - o Features and functionality

- Hardware support will only be provided for hardware that has not been damaged as a result of external forces or conditions such as accidents, abuse, misuse, an unstable environment or power sources, or natural disasters. Hardware support will not be provided when:
  - o Hardware (or software) is repurposed or modified from its original configuration
  - o Hardware has missing or altered serial numbers, or service tags
  - o Hardware has been serviced by someone other than a Websense-authorized service provider
  - o Premium Support or Mission Critical Support subscription has expired

Please check the Websense Global Technical Support Web site for the most current hardware policy.

Technical Support Excludes:

- Support for uncertified architectures, platforms, or configurations.
- Support for Websense products and versions that have passed their published End of Support (EOS) and End of Life (EOL) dates.
- Diagnosis or support of third party products and enabling software (e.g., operating systems and network software).
- Problems caused by damaged software or use or modification of software, not as provided in the software documentation.

Certified Product Matrix

Websense maintains a matrix of currently certified product configurations, which can be found on our Global Technical Support Web site.

For Websense customers with valid product subscriptions who are running non-certified configurations, Websense will use commercially reasonable efforts to investigate potential issues with Websense software running together with these non-certified configurations. As part of the investigation, Websense may require the issue to be reproduced by the customer independently to isolate the issue from the non-certified configuration.

Where issues are confirmed to be unrelated to the non-certified configuration, Websense will support its software in a manner that is consistent with support provided on Websense- certified configurations. Where issues are known or proven to be directly related to the non-certified configuration, Websense will require the customer to migrate to a certified configuration, as listed in the certified product matrix.

Contacting Websense Global Technical Support

Websense Global Technical Support offers customers and partners our highest level of service. You can receive support via phone, online at ask.websense.com, or by using our extensive Self Service resources.

Cloud Web and Cloud Email Security Customers

You must authenticate yourself with your Customer Support PIN when calling Websense Customer Support. Your PIN is always visible above the menu bar in the Cloud Security portal. Each PIN is unique for each portal user, and is generated when a user logs on. The PIN is then valid for 24 hours after logon. After a 24-hour period has expired, a new PIN is generated. Note that in order to preserve and maintain the security of your data, Customer Support representatives will not be able to provide support without an accurate, up-to-date PIN.

Support Online

Log in to our Support Request Portal at ask.websense.com with your MyWebsense.com user credentials. Here, you can communicate with support 24x7 by creating a new case or updating an existing case.

Support by Phone

Call one of our offices during the business hours listed below. You will be routed to the first available technician. Review the Websense Target Response Times for our targeted Service Level Agreements.

Dedicated Premium and Mission Critical Support phone numbers are listed in MyWebsense portal under the Subscriptions tab.

For faster phone response, please have your Support Account ID ready. Don't have it? Go to your profile at MyWebsense.

Support Region	Hours	Telephone
North America	5:00am - 5:00pm Monday - Friday Pacific Time	858.458.2940
Asia	9:00am - 6:00pm Monday - Friday Beijing local time	+86 (10) 5884-4200
Australia/NZ	8:00am - 6:00pm Monday - Friday Australia Eastern Time	+61 2 9414 0033
France	8:00am - 6:00pm Monday - Friday London Time	+33 1573 23 227
Germany	8:00am - 6:00pm Monday - Friday London Time	+49 69 517 09347
UK (EMEA)	8:00am - 6:00pm Monday Friday	+44 2030244401
East & Africa India	London time 10:00am - 8:00pm Monday - Friday	+1.858.332.0061
Latin America & Caribbean	9:00am – 5:00pm Monday – Friday Local Time	858.458.2940

Local Language Support

Websense technical support is delivered primarily in English. While we cannot guarantee local language support in all instances, best effort local language support is available as follows:

Support Region	Language
Americas	English, Spanish
Europe Middle East & Africa	English, French, German, Italian
Asia Pacific	English, Chinese, Japanese, Cantonese

Support Request Procedure

To report an issue, you can contact us either by phone or online. In order to efficiently resolve problems, it is important that there be clear and effective communication between you and Websense. The first step of the process requires you to accurately report the problem. To begin, you will need to provide us with at least the following information to initiate the process outlined in this User Guide:

- Customer name
- Subscription Key information
- Technical contact information, including: name, telephone number, and email address
- Preliminary assessment of the scope and severity of the problem, including the number of affected users/seats
- Additional details and files needed to resolve the issue, as requested by us

When opening a Support request, a case number will be assigned and provided to you. Retain and use this case number in order to facilitate future communications with us regarding the matter.

Having the information below to provide the technician with is not mandatory, but it can greatly improve the response time.

- Account ID, which is available on the MyWebsense.com home page, under the Profile section
- Service Request Number (if you are calling about an existing case). The Service Request Number is found on your case confirmation email
- Product version and patch levels for all Websense servers
- Network topology
- Deployment and system configuration of all Websense servers and network components (i.e. , directory, database, gateway, reporting servers, operating systems, etc.)
- Documentation of initial symptoms and impacts (i.e., log files, screen shots, core files, trace files, etc.)
- Identification of changes made to your environment prior to manifestation of the problem

In addition, we expect you to participate in problem resolution in the following manner:

- Provide a timely response to inquiries for technical information, including current status of issue, recommended fixes, and deployed patches
- Have proper technical personnel available for consultation, further testing, and diagnosis, as needed
- Gather log files and data, as requested by us
- Participate in conference calls as needed

Hardware Support Procedure

In order to receive on-site support for a hardware Severity One incident, you must keep a current record with Websense of the business location on record where the hardware is physically located. If the business location on record does not match the current physical location, you must update Websense's records prior to dispatch of an authorized service technician, as required by Websense service provider agreements. Failure to keep the business location on record current will result in service interruption and/or delays of several days (depending on country and region) until Websense and its service provider receive and process the information for the updated location.

- You must notify Websense Global Technical Support about hardware transferred to alternate business locations within or outside the country of purchase to ensure response time coverage and country registration.
- Updates to a physical location must be completed prior to dispatching of authorized technicians.
- You or your authorized representative must be available when the service technician arrives, or the service technician will not be able to service the hardware.

GoToAssist Recording

All GoToAssist sessions will be recorded for quality and training purposes. A legal disclaimer will display in a chat window for a customer at the start of every session. Websense will only continue to use GoToAssist to help customers if a customer keeps the chat window active, thus agreeing to the session recording.

1. Technician will initiate GoToAssist session with customer.
2. A legal disclaimer will display in a chat window for customer at the start of the session.
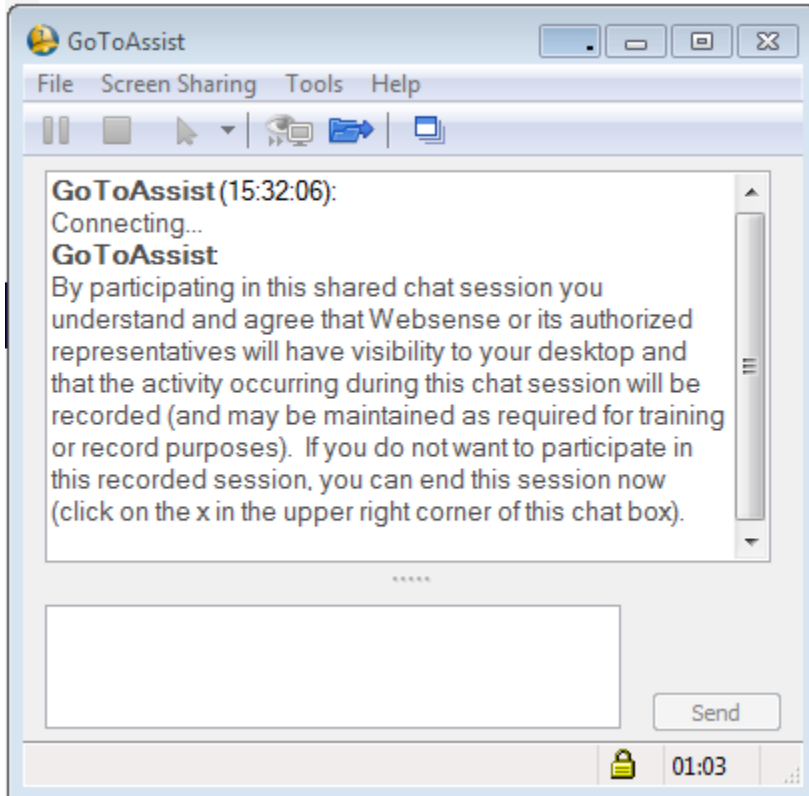
3. If Customer agrees to participate in remote session:
   a. Customer will keep the chat box active.
4. If Customer does not want to participate in the remote session:
   a. Customer will close the chat box to end the session.

FAQs:
1. **Why are you recording sessions?**
   a. The GoToAssist sessions will be recorded for quality control and training purposes.
2. **What will you do with the recording?**
   a. The GoToAssist sessions will be stored and used for quality control and training purposes.
3. **How long will you store the recording for?**
   a. The recordings will be stored for 90 days.
4. **Where is the recording stored?**
   a. Recordings will be stored by our vendor, Citrix Systems, Inc.
5. **Who has access to the recording?**
   a. The recordings will be accessed by TS Ops lead and IT admins only on exception basis and if approved by Management.
6. **What access controls are in place to secure the data?**
   a. Under normal circumstances, only Tech Support Operations and IT staff with GoToAssist administrator privileges will have access to recorded GoToAssist sessions.
7. **Is the storage of this data covered by safe harbour? [Data Protection Directive]**
   a. Yes.

Case Severity and Targeted Response Times

We follow a four-tier Case Severity structure, with Severity One being the highest severity tier. The Target Response Times listed in the matrix below indicate the minimum time for us to respond to a new case during our normal business hours.

A detailed description of Targeted Response Times for On-Premise Security, Cloud Security, and Appliance Hardware Service is located here:
https://www.websense.com/Content/TargetedResponseTime.aspx

Case Severity	Standard Support	Premium Support	Mission Critical Support
Severity One (highest severity) Any issue classified as a customer "work stoppage" resulting in a system failure or critical outage.	Up to 1 Business hour	Up to 1 hour	Up to 30 minutes
Websense appliance hardware on-site response. *Subject to service availability within the service location.*	Not available	4 hours	4 hours
Severity Two Any issue that can be temporarily resolved with a proposed workaround solution from Websense Global Technical Support. With Severity Two issues, Websense software is not operating in substantial conformance with the Websense published documentation, resulting in a significant loss of productivity.	Up to 4 Business hours	Up to 4 Business hours	Up to 2 Business hours
Severity Three Any issue where the Websense software is operating in substantial conformance with the Websense published documentation with limited or reduced functionality.	Up to 8 Business hours	Up to 8 Business hours	Up to 4 Business hours

Severity Four (lowest severity)	Up to 2	Up to 2	Up to 1
Any issue where the Websense software is functioning in substantial accordance with the Websense published documentation, but the customer has questions concerning upgrades, performance, or configuration enhancements. Severity Four issues include general questions regarding the Websense software's features and functionality.	Business days	Business days	Business day

Case Closure Policy

Cases are closed and case work is ceased according to the following criteria:

Standard Case Closure

- Your confirmation that the case is resolved and can be closed because an acceptable workaround or solution has been provided.

Non-Standard Case Closure

- We will close the case if you do not respond to repeated inquiries by our technicians to confirm whether the problem has been satisfactorily resolved. We will make at least three attempts to contact you via phone or email.
- Your subscription has expired.

We will reopen any case or may create a new case if you call to report the problem persists.

Enhancement and Feature Request Process

You can log product and service enhancements or new requests through the Feature Request Forum: https://community.websense.com/forums

You will need to log in with your MyWebsense Credentials.

Technical Support Resources

Accessing our collection of online resources requires a MyWebsense login account. If you don't already have an account, create one at https://support.websense.com

Knowledge Base

Our customers successfully use the Websense Knowledge Base daily to find solutions to their common product problems. The Websense Knowledge Base is kept current with documentation, downloads, top Knowledge Base articles, and product-specific solutions. The Knowledge Base can be accessed by selecting your product on the Websense Global Technical Support home page at: https://www.websense.com/content/support.aspx.

Customer Forum

Join our online community to share questions with and offer solutions and suggestions to other Websense customers regarding product best practices, deployment, installation, configuration and other product topics. You can access the Websense- moderated Forum at https://community.websense.com/forums.

Top Customer Issues

Stay informed about current product support issues affecting our customers with product-specific top customer issues articles accessible from the Websense Global Technical Support home page at: https://www.websense.com/content/support.aspx.

MyWebsense

Login to the MyWebsense portal to review your current subscription and services information, obtain the latest product updates, hotfixes, and service packs, and access product- specific tools. You will need to create an account if you don't already have one. To log in or create an account, go to: https://www.websense.com/MyInfo/MyInfo.aspx.

Tech Alerts

Subscribe to Tech Alerts to receive product alerts that automatically notify customers any time Websense issues new releases, critical hotfixes, or other important technical information. Sign up now to receive Tech Alerts for your products from the Websense Global Technical Support home page at: https://www.websense.com/content/support.aspx. Log in using your MyWebsense account.

Service Request Portal

Contact Support online, where you can easily create new support requests and manage existing support requests. We will respond to your request in a quick and efficient manner. Login to our support request portal with your MyWebsense account at: https://ask.websense.com.

Support Webinars

Learn from our expert technicians about how to maximize the value of Websense products in your environment. Support webinars are held monthly. Register for upcoming monthly webinars or view our collection of archived webinars at: https://www.websense.com/content/SupportWebinars.aspx.

Support Escalation Channels and Contacts

We are committed to solving every case in a timely manner. If at any time you are not satisfied with the level of support that you received, you are encouraged to bring this to the attention of our Support management team.

The Technical Support escalation path is as follows:
Customer > Duty Manager > Support Director > Critical Situations Management team > VP of Support Services.

Note: For immediate attention to your concerns, please ask for a Duty Manager when calling during supported business hours.

Duty Manager Hotline		
Technical Support Americas		1-858-458-2940
Technical Support EMEA		+44-203 02 444 01
Technical Support APAC	Australia/New Zealand:	+61 2 9414 0033
	India:	+1-858-332-0061
	China, Japan, SE Asia:	
		+86 (10) 5884-4200