



Support services March 2024



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Overview

Ubika offers customers and partners support services for anomalies and technical specific requests.

The Support web portal (<https://my.ubikasec.com>) provides access to support tools, online documentation, release and security notes as well as other services.

The procedures or services described in this document may be updated at any time by Ubika to match internal evolutions and to better serve our customers.

You can find the latest version of this document directly on the Support web portal:

<https://my.ubikasec.com>



Support offerings

To support its products Ubika offers three support plans that allows you to define the scope of service that best matches your business and technical requirements.

Taking into account the purchased support plan, Ubika will use commercially reasonable efforts to provide the applicable services, as set forth in this document.

Support & Maintenance Plans 2024

UBIKA	Basic	Pro	Premium
Service Request Reasonable service window, response & resolution times and limited resources	Quicker response time, access usage support	Access to high quality Ubika Resources for demanding/critical customers	
Access to Ticketing submission platform + Service window	8/5	8/5	24/7
Phone contact	✓ ⁽¹⁾	✓	✓
Ticket coverage			
Technical	✓	✓	✓
# Set-up/configuration/usage tickets per year ⁽²⁾	✗	5	10
Response time in production environment			
Severity 1: Emergency	2 business hours	1 business hour	< 1 hour
Severity 2: High	4 business hours	2 business hours	2 business hours
Severity 3: Medium	1 business day	4 business hours	4 business hours
Severity 4: Low	2 business days	8 business hours	8 business hours
Ubika Resources			
Knowledgebase, FAQs, online documentation	✓	✓	✓
Designated Technical Account Manager	✗	✗	✓ ⁽³⁾
Trainings		2 e-learning per year (3 months validity, lab included)	4 e-learning per year (6 months validity, lab included)

New elements

(1) Exclusively for incidents with severity 1 (P1).

(2) Cannot be carried over from one year to the next.

(3) Subject to eligibility (50K€/year S&M fees)

Support Services

Support web portal

Ubika maintains an online ticket tracking service via a dedicated Support web portal:

<https://my.ubikasec.com>

The web portal is the primary contact channel for the technical Support team. Both service offerings Basic, Pro and Premium, come with full time access to the support web portal.

Each customer receives dedicated credentials to access the portal.

Ticketing system

The Support web portal allows customers and partners to :

- ▶ Report any technical problem
- ▶ Open / manage trouble tickets
- ▶ Handle priority levels



- ▶ Stay tuned to ticket status
- ▶ Share documents and attachments

Other services

In addition to the online ticket tracking service, the web portal also allows customers to acquire :

- ▶ The latest software fixes
- ▶ Feature releases
- ▶ Security advisories and release notes
- ▶ Signature updates
- ▶ FAQs
- ▶ Case management
- ▶ Technical documentation

Phone assistance

Phone assistance is available during the times specified for the Ubika support plans Pro or Premium purchased by customer if eligible.

The customer must always open a ticket before contacting the technical support engineer by phone. **The phone support channel is intended exclusively for problems with Priority 1.**

Basic and Pro support hours are Monday through Friday, 8:00 a.m. to 6:00 p.m. CET.

Premium support hours are around the clock, 365 days a year.

Phone numbers	
France +33 499 646 760	International +1 888 364 7382

Software versions and releases

The support team will maintain and support the list of releases defined as the current support releases on the Ubika support web portal and make available all supported maintenance releases, minor releases and major releases. It will also verify and correct identified defects in the software for the currently supported maintenance releases.

Appliance support

Appliance support is managed remotely, except for very specific cases.

If a hardware defect is detected by Ubika Support team or by the hardware manufacturer, an appliance replacement process is initiated within the limits of the manufacturer warranties.

Please refer to the [Ubika License Terms And Condition](#) available on the support web portal for more information regarding appliance warranties.

Support Service Level Agreements

Incident response time objectives

A response time objective for incident and technical problem represents the maximum time for a Ubika support engineer before taking in charge the incident for a customer or partner after a ticket is logged. This time objective does not predict all the actions that could have been performed before this contact, among which we can have, non-exhaustively, analyzing context, collecting information, gathering datas, identifying known errors.



Response time objectives	Basic	Pro	Premium
Severity 1	2 business hours	1 business hour	Within 1 hour
Severity 2	4 business hours	2 business hours	2 business hours
Severity 3	1 business day	4 business hours	4 business hours
Severity 4	2 business days	8 business hours	8 business hours

SaaS Service Level Agreement

In Ubika product portfolio, the Software as a Service (SaaS) UBIKA Cloud Protector provides strong commitments to meet your business needs.

The WAF-as-a-Service (WaaS) UBIKA Cloud Protector solution guarantee the following Service Level Agreements:

- ▶ Platform availability: 99.95%
- ▶ Availability of the administration platform: 99%



Customer/Partner roles and responsibilities

Submitting request

Submitting a request on the support web portal is subject for customers or partners to holding a valid license and being up-to-date with its maintenance.

1. To open a ticket via the support web portal you need the following information:
 - Serial number for appliance or VM number for virtual machine (*for UBIKA WAAP Gateway & UBIKA WAAP Cloud*)
2. If your request is eligible for phone support, you may call the support team once you have created a ticket.
 - You will be requested to:
 - Select your language (English/French)
 - Select your product
 - Select access to support:
 - For the Premium Support plan: enter the PIN code if calling outside office hours and your call will be redirected to the 24/7 support team
 - For the Basic and Pro Support plan you will be redirected to the support team during business hours
3. In case of **Priority 1 issue** during office hours you can also contact our hotline by phone and provide the ticket number of your incident.
4. You will receive an email notification of the handling of your incident

Please ensure to send all documents requested by the support team at your earliest possible convenience.

Incident classification

Incidents are defined according to 4 levels of Severity (same as Priority):

Severity	Definition
1 (P1)	Emergency Critical issue, Product is down. The impact is critical for customer production environment. There is no known workaround.
2 (P2)	High Product is impaired Customer production up, but affected. There is no known workaround
3 (P3)	Medium Product function failed, customer production not impacted Support is aware of the issue and a workaround is available.
4 (P4)	Low Non-critical issue Does not affect customer business. Feature, information, documentation, how-to and enhancement requests from the customer.

When logging a ticket on the Support web portal, you are in charge of identifying the appropriate level of priority regarding the impact and the urgency of the issue from a technical and a business point of view.



The Ubika Support team will then help you with adapting the level of priority of the issue if necessary to determine the required level of support.

Best practices for UBIKA WAAP Gateway and UBIKA WAAP Cloud

In order to guarantee the best management of your request by the Ubika Support team and allow for quick action on issues, we strongly encourage you to follow these best practices when opening an incident ticket related to UBIKA WAAP Gateway and Cloud products (Extended API Security, Web Access Manager, Management Console, IP Reputation, ...):

- ▶ Provide the more information and technical possible details relative to the incident

If possible, upload a *debug.dat* file and a *backup* of the impaired equipment by reproducing the issue in debug mode (procedure can be found here: [Activate Debug & Generate Backup](#))
- ▶ If possible provide additional logs (*tunnel's error logs* or *access logs*) that can speed up the understanding and the resolution of your issue
- ▶ For security or false positives issues, the *json export* of the security alert is mandatory, the *raw http request* is a plus
- ▶ Specify your appliance serial number as it can speed up the process for hardware replacement or root mode troubleshooting if needed
- ▶ Give access the Ubika Support team to privileged technical contacts that are certified or trained on our products and your infrastructure

Best practices for UBIKA Cloud Protector (SaaS)

In order to guarantee the best management of your request by the UBIKA Support team and allow for quick action on issues, we strongly encourage you to follow these best practices when opening an incident ticket related to the SaaS platform for WAF-as-a-Service Ubika Cloud Protector:

- ▶ Provide the more information and technical possible details relative to the incident
- ▶ Provide the servername and the aliases of the applications impaired
- ▶ Provide the tenant of the applications
- ▶ Provide the name of the user's tenant
- ▶ Give access the Ubika Support team to privileged technical contacts that are certified or trained on our products and your infrastructure



Support process, roles and objectives

Ticket management process overview

When an incident ticket is taken in charge by the Ubika Support team:

- a) An email notification is sent to the user who has logged the ticket
- b) Additional users may be notified if they have been declared at the ticket creation by the initial user
- c) On each response provided by Support team a notification by email is sent
- d) In case of **Priority 1**, your Ubika Sales representative or account manager is also notified
- e) In case of improper use of the product, installation of third-party product, incidents generated by third-party product, Ubika Support team will apply warranty limitation
- f) If no response of your part is provided in the ticket within two weeks you will receive a notification during two more weeks and then the ticket will be closed automatically
- g) If the incident ticket lead to a product bug, a development ticket will be created and your incident ticket will be closed after notification

Priority 1 specific management

The Ubika Support team is composed of highly-qualified engineers that can each handle complex issues. They can also rely on specific tooling developed over the years to help them analyzing and investigating problems. Engineers can also consult the Development teams to resolve issues.

Furthermore, a specific visibility for Priority 1 issues have been put in place:

- ▶ Automatic email notification to your Sales representative at ticket creation
- ▶ Automatic email notification to the Ubika Support team Manager at ticket creation
- ▶ Automatic email notification to the CODIR members once per day



Appliance replacement process

1. Ubika Support receives a product fault complaint via <https://my.ubikasec.com>
2. A technical support engineer from Ubika or the hardware manufacturer will work to troubleshoot the issue and verify if a hardware repair or replacement is required.
3. Support team will validate the warranty, with the appliance serial number. If hardware is not under warranty, Sales team will then provide a quote for the replacement of the hardware.
4. Customer will post the assigned serial number on outside of each box and ship the unit, freight prepaid, to the following address:

**Ubika
501 Rue Denis Papin
34000 Montpellier | France**

Customer with Premium Support plan will not incur any shipping costs for return of equipment.

France

Ubika

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