



## **TECHNICAL SUPPORT POLICY**

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## Technical Support Description

Kaseya provides Technical [Support Services](#) to its partners and customers. Kaseya Technical Support responds to 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 Kaseya's End User License Agreement and Terms of Service ("EULATOS"), and Kaseya's [Maintenance Policy](#) Documentation. Kaseya's Technical Support Services policies are described in this document.

## Obtaining Technical Support

Customers have the ability to obtain technical information about Kaseya Software through a variety of resources, including a self-service Knowledge Base solution which includes articles addressing common issues and questions. 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. Before requesting technical support for a suspected problem, customers should review the reference information available in the [Documentation](#), [Knowledge Base](#) and [Education](#), and also search the user [forums](#).

If, after research, it is deemed necessary to contact Kaseya for technical support, customer requests 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 of creation to be used for tracking and communication purposes. **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.

Kaseya Technical Support does not include implementation, training, consulting, development or hosting services. Questions that are out of the scope of Technical Support (see details below) should be directed to Kaseya's [Consulting](#) or [Education](#) departments. Please contact a Kaseya [Account Manager](#) for more information.

# Submitting Support Tickets

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 includes 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):** See *Severity Levels* below for definitions.
- **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 re-create the issue.
- **Example Machines:** The Group ID and Machine ID of endpoint computers exhibiting the reported issue.
- **Core Solution Version Number:** The version number of the affected VSA, Traverse, BYOD or other Kaseya Core Solution Bundle.

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's Severity Level, as defined in the Severity Levels section of this document.

In addition, customers are encouraged to provide details of any special circumstances surrounding the discovery of the issue. Please refer to the [Kaseya Knowledge Base](#) for more helpful information.

As part of the investigation process, the support technician may request access to the customer's Kaseya Server to verify or attempt to recreate the issue or in order to gather additional information. Access to a customer's Kaseya Server by Kaseya Technical Support personnel is logged. The system records the user name and time that the access is used. On-Premise customers who wish to engage Kaseya Technical Support in this fashion must ensure they have created the Kaseya Support Login as detailed on the system / request support page of the Kaseya Server, and all customers must include example machines and/or endpoints that may be used for testing or verification purposes. If the issue is configuration related, Kaseya Technical Support may request that the issue be recreated in a controlled environment to gather required information.

The Kaseya VSA relies on a stable platform that complies with the specifications described in the [System Requirements](#) section on our website. If the issue is determined to be due to hardware or operating system issues, Kaseya will make recommendations for changes and, upon customer request, continue to investigate once the hardware or operating system issues is remedied by the customer.

## Authorized Contacts

All reports of issues must be made to Kaseya by Authorized Contact(s) as defined below. Assigning and identifying Authorized Contacts ensures that only customer authorized personnel are able to engage Kaseya Technical Support staff in activities which may necessitate modifications or scheduled downtime of the system.

'Authorized Contact(s)' are defined as one or more customer representatives designated by the customer to open tickets with Kaseya to request technical assistance. Each Authorized Contact must have sufficient technical expertise, training and/or experience to follow advice and directions given by support staff whilst understanding and mitigating any associated risk to system availability / data integrity, and will also be responsible for all communications with Kaseya Technical Support. The customer will promptly notify Kaseya in writing or by e-mail of the names, e-mail addresses and direct telephone numbers of its designated Authorized Contact(s). The customer may substitute Authorized Contact(s) from time to time by giving Kaseya prior notice in writing or by e-mail, including the relevant details for any new Authorized Contact. It is recommended, but not required, that the customer's Authorized Contacts obtain [Kaseya Certified Administrator certification](#), and renew such certification annually. As an incentive to obtaining and maintaining current certification, priority within the Kaseya ticket dispatching system will be given to tickets opened by Kaseya Certified Administrators with current certifications.

## Continuous-Efforts and Availability of Customer Personnel

For Severity 1, high business-impact tickets, Kaseya Technical Support may agree to work with a customer on a continuous effort basis to address the issue. In these instances, the customer must designate Authorized Contacts that are available for continuous consultation as needed to gather additional documentation and/or conduct resolution testing to ensure progress with the support issue. If a customer elects not to designate Authorized Contacts that are so available, work on the support issue may be suspended, and the severity designation of the ticket may be downgraded.

# Ticket Closure Policy

In general, a ticket will remain open until Kaseya Technical Support has investigated the problem, reached a determination as to its resolution, and communicated that resolution to the customer.

Kaseya reserves the right to mark a ticket as *Solved* under the following circumstances:

- A response from the customer is not received despite repeated efforts to make contact, typically after seven (7) days with no response.
- Kaseya Technical Support is advised that the customer no longer requires the ticket to remain open.
- A reported Software issue is, or will be, resolved by downloading and applying a current patch or upgrade.
- Kaseya determines that the Software is working as designed and in accordance with its documentation.
- Kaseya determines that the support request is actually a feature enhancement request or suggestion, in which case the ticket will be marked as *Solved* and the customer will be directed to submit the Feature Request in the Knowledge Base.
- Kaseya determines the customer's support request is out of scope (e.g., a training request, a licensing or business issue, a requirement for education or professional services, etc.).
- Kaseya determines that the problem does not materially impact the functioning of the software, and will not receive a fix at this time.

In the event the customer believes that a ticket has been prematurely marked as *Solved*, it may be re-opened by the customer with clarification within seven (7) days of closure. Once a ticket is marked as *Solved*, if no update is received within seven (7) days, the ticket will be permanently marked as "*Closed*" and it can no longer be reopened. If the issue recurs, a new ticket must be created.

## Severity Levels

### Initial Response

Initial response to a correctly-defined support ticket (see *Submitting Support Tickets* above) 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, including the certification status of the submitter. The following definitions apply when determining issue severity:

#### **Severity 1**

Entire system down, agents offline or kserver stopped, critical impact on production.

Highest priority for response, 24x7x365.

### **Severity 2**

Significant loss of application functionality with major production impact or the system integrity is at risk.

High priority for response during Kaseya's Technical Support business hours.

### **Severity 3**

Moderate loss of application functionality with some production impact.

Priority for response, during Kaseya's Technical Support business hours.

### **Severity 4**

Minor loss of application functionality, or inquiries related to integration, installation and configuration.

Response during Kaseya's Technical Support business hours.

## **Follow-Up Responses**

Kaseya Technical Support follow-up efforts and responses for subsequent updates will be provided via the ticketing system and/or by telephone, prioritized by severity level.

Regular follow-up updates will be provided until root cause or a workaround has been established, or agreed otherwise with the customer.

If the customer's designated Authorized Contact is not available to engage in this effort, Kaseya Technical Support will reduce the Severity level and/or reduce the frequency of updates.

## **Escalation**

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 escalation 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.

## **Customer Obligations**

Kaseya's obligation to provide Technical Support Services is conditioned upon the customer:

- 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;
- Promptly installing all patches and updates;
- Ensuring that all hardware and environmental specifications meet Kaseya documented requirements;
- Eliminating potential conflicts caused by non-Kaseya software interfering with Kaseya Software operation; and
- Creating a separate support ticket for each unique issue through Kaseya's online support system to obtain assistance from a Kaseya Support Technician.

## **Currency and Sunset Policy**

Kaseya will provide Technical Support Services for the then-current version of its Software. Kaseya will also provide Technical Support Services for the most recent prior version of its on-premise Software for a minimum period of one (1) year after availability of a subsequent version, after which time Technical Support Services may no longer be available for the prior version.

Kaseya may from time to time determine that a particular Software or Service is no longer a viable offering and withdraw it from marketing, sales, distribution and Technical Support Services. In such an event, a formal notice of withdrawal of availability from Kaseya will be provided, and notice of future withdrawal of Technical Support Services will be given one (1) year in advance of such withdrawal.

## **Additional Terms**

Kaseya will not provide Technical Support Services for issues caused by (a) incorporation or appendix of a feature, program or device to the product or any part thereof; (b) any issues caused by accident, transportation, neglect, misuse, alteration, modification or enhancement of the product; (c) failure to provide a suitable installation environment; (d) failure to provide an adequate test environment and procedures prior to upgrading the Kaseya system with a major upgrade; (e) use of the product for other than the specific purpose for which the product is designed; (f) use of the product in any operating environment other than one certified by Kaseya for the product; or (g) failure to incorporate any Releases, Updates, or Patches previously provided by Kaseya which corrected such issue.

Kaseya reserves the right to change or discontinue this Technical Support Policy at

its discretion at any time without notice.