



CyberArk Technical Support and Technical Resources – Global

May 2018



Contents

General	3
CyberArk Technical Support Contact Details	3
Technical Problem and Implementation	4
Case Priority	5
Technical Support Service Level	6
Technical Support resources	7
How do I contact Technical Support	9
Frequently Asked Questions	10



General

As a customer or partner of CyberArk you may require the assistance of one or more departments within CyberArk. This document outlines the standard practices and answers the most commonly asked questions on Technical Support, Maintenance, and available Technical Resources.

CyberArk Technical Support Contact Details

Customers who are supported by a partner must contact their partner for support.

Prior to contacting the Technical Support please do ensure you are familiar with all points in this document and gain as much knowledge as possible about the issue at hand.

Customer Community

<https://cyberark-customers.force.com/login>

Email

support@cyberark.com

Phone

Americas

+1-888-808-9005 ext: 2

EMEA

+44-203-7287074

APJ

+65-6460-4254

Israel

+972-3-9180011



Technical Problem and Implementation

In order to ensure the most efficient and effective response, it is imperative to differentiate between a Technical Problem and an Implementation Issue. By selecting the correct category when opening a case it will ensure that the case will be directed to the appropriate team and handled accordingly.

Technical Problem

Technical Problem cases are handled by CyberArk support. Technical Problem issues are unplanned and are a result of usage of a previously implemented CyberArk product. Any failure of an operation that normally works is considered a Technical Problem.

A case constitutes a Technical Problem if the following criteria are met:

- The environment, where the problem is encountered, is in production
- The feature or function was working correctly and is now producing errors, undesirable results, or has ceased operation entirely

The following situations are not considered Technical Problems and are not handled through Cyberark Support:

- Product customizations and custom development (including custom developed plug-ins for the Central Policy Manager and Privilege Session Manager)
- Product training

Implementation

All questions and requests for assistance in implementing a new system or implementing an additional component in an existing production system are of type Implementation.

Such cases are not handled by CyberArk Technical Support. When you open a case and classify it as an Implementation case, the system will direct it to the appropriate channel. Please note that depending on scope of work, and level of engagement required, such activity may require purchase of service.

A case constitutes Implementation if any of the following conditions are met:

- The system is not yet in production
- The new component or major function has never been installed, configured, or used in production
- Assistance is needed carrying out a planned activity such as a DR drill, or an upgrade to a component



Case Priority

Below are the details of case priority as set in the maintenance agreement. When opening a case it is important that the correct priority is selected in order to ensure the case will be handled appropriately.

- **Critical** - A down situation, whereby a customer is unable to do production work, and a Work-Around is not available.

This category includes:

- The CyberArk Server ceases to be operational
- The Product requires repeated reboots of the system

- **Serious** - A major function is unusable and no Work-Around is available, but the customer is able to do some production work.

The Product may:

- Be usable but incomplete (one or more major documented commands/functions are inoperable/missing)
- Require rebooting of the system
- Suffer sufficient degraded performance (throughput/response) such that there is a severe impact on use

- **Moderate** - There is a loss of a function or resource that does not seriously affect the customer's operations or schedules.

In addition, any problem which was originally reported as Critical or Serious, but has been temporarily solved with a Work-Around, shall be reduced to Moderate.

- **Minor** - All other problems with Company product(s) other than those that fall within the categories above.

This category includes:

- Errors in Product Documentation
- Instances when the Product does not operate strictly according to specifications



Technical Support Service Level

Below you can find details of the SLA, as defined in the maintenance agreement, including business hours and response times.

Business Hours:

- **Americas:**
Business Day - Any day other than Saturday and Sunday or national holiday in the US.
Business Hours - 08:00 - 17:30 (US Eastern Time).
- **EMEA:**
Business Day - Any day other than Saturday and Sunday or national holiday in UK.
Business Hours - 08:00 - 17:00 (UK Time).
- **APJ:**
Business Day - Any day other than Saturday and Sunday or national holiday in Singapore.
Business Hours - 09:00 – 18:00 (SG Time).
- **Israel:**
Business Day - Any day other than Friday and Saturday or national holiday in the State of Israel.
Business Hours – 09:00 – 18:00 (IL Time).

Service Level:

Priority / Severity	24x7 SLA	Basic SLA
Critical	Initial Response: 2 hours	Initial Response: 2 business hours
	Action: Work continuously until problem is fixed	Action: Work continuously until problem is fixed
Serious	Initial Response: 4 business hours	Initial Response: 4 business hours
	Action: Work through normal business day	Action: Work through normal business day
Moderate	Initial Response: 6 business hours	Initial Response: 6 business hours
	Action: Reasonable, as resources are available	Action: Reasonable, as resources are available
Minor	Initial Response: 12 business hours	Initial Response: 12 business hours
	Action: Reasonable, as resources are available	Action: Reasonable, as resources are available

**Please note that the SLA applies mainly to issues in which production tasks cannot be completed. High-Priority SLAs do not immediately apply to implementation-based issues.*



Technical Support resources

Below you will find details of available CyberArk resources which will help with installation, implementation, or handling of technical support issues.

Please note that access to any of the resources detailed below is entirely separate and thus the credentials for each are different.

Support Vault

The CyberArk Support Vault utilizes our Inter-Business Vault technology to provide you with a secure location to obtain and exchange information, namely the following:

- Download CyberArk's software installation packages
- Download CyberArk's documentation including the SIM, PAS, and EPM Installation and Implementation Guides
- A secure place to exchange log files and other sensitive information with the Support Team
- A secure location to be provided with the product license

The Support Vault is accessible [Here](#).

Customer Community

In addition to enabling communication with support, the customer community also provides access to a technical knowledge base that could be of assistance when encountering an issue or trying to perform a certain activity.

You can search for an error message or certain keywords in CyberArk's knowledge base and it will return as a result the solutions that best fits.

The Customer Community is accessible [Here](#).



Releases, Patches, and Security Announcements

Technical Subscribers, including Read-Only and Full Access Users, are automatically subscribed to receive occasional e-mails with important updates about new releases, patches, or security bulletins.

You are able to opt-out of these subscriptions directly via unsubscribing to a direct email. Please notify your Technical Account Manager or Account Executive if you encounter any issues with this process.

**Please note it is imperative that once an environment moves from an implementation phase to production the Technical Account Manager or Account Executive is updated in order to ensure that our records reflect the status of the environment accurately.*



How do I contact Technical Support

Each partner or customer supported directly by CyberArk with a current maintenance contract is entitled to name two individuals as CyberArk Full Access Community Users. These individuals must be CyberArk trained, authorized to communicate all necessary information, and qualified to perform diagnostic testing under the direction of a CyberArk Support representative.

To ensure prompt and effective service only the CyberArk Full Access Community Users may engage CyberArk Support.

CyberArk grants Full Access Community Users access to several tools and methods of obtaining support:

Customer Community

The Customer Community is the primary method for engaging CyberArk support during regular business hours. The Customer Community allows to open, view, and update current and past cases, opened with CyberArk Support.

The Customer Community also provides access to a technical knowledge base as detailed earlier.

Customer Community: <https://cyberark-customers.force.com/login>

Support Hotline

CyberArk Full Access Community Users are also able to call the CyberArk Support Hotline to engage CyberArk Support. The business hours number is available for all customers.

If you purchased a 24x7 Maintenance Contract you are also entitled for off-hours critical-issue support.

Support Hotline Phone Numbers:

- Americas: +1-888-808-9005 ext: 2
- EMEA: +44-203-7287074
- APJ: +65-6460-4254
- Israel: +972-3-9180011

Email

CyberArk Technical Support can also be contacted by email. However, this is the least efficient method. For high priority matters please use the Customer Community or the technical support hotline.

Email: support@cyberark.com



Frequently Asked Questions

Q: What is the best platform for contacting CyberArk Support?

A: The Customer Community is constantly monitored with further alerts set up for high priority cases. Furthermore, it provides the best way to document all aspects of each case and thus is the preferable way to contact Support.

Do not hesitate, however, to contact Support by phone or email if needed. In case of urgency, we encourage you to call the Support hotline.

At times when call volumes are high, and or after hours, Support will utilize an answering service. This is to ensure our customers will always reach a human rather than a recording. When you reach the answering service they will take down some information and forward the information to our Support team. Support will review the information and prioritize the information per the same Critical, Serious, Moderate, and Minor standards as used for cases opened from the Customer Community and Email.

Q: How do I escalate a case?

A: CyberArk's Technical Support does its best to provide accurate and appropriate responses, although we are aware that at times escalation is required.

All issues must be escalated through your Technical Account Manager or the Account Executive. In case they are not known to you, please contact Support in order to obtain these details.

Q: How do I increase the priority of a case?

A: Priority of a case is as agreed in the maintenance contract and once set is not editable from the Customer Community end.

If the actual impact on production still fits the priority currently set in the case, but there is added urgency due to other reasons, please state these reasons in the case and if necessary inform your Technical Account Manager or Account Executive.

If the issue has deteriorated and the current impact on production has changed so that priority must be increased, please state this in the case with details of the change.

If the priority was increased to Serious or Critical, it may not be sufficient to leave a comment in the case and we recommend calling the Support hotline or opening another case with a higher priority referencing the original.

Q: Who do I contact when I have issues in my DEV or Test environment?

A: If this environment is fully implemented and is in production, all issues are considered as a technical problem, and thus you should approach the Technical Support team.

Issues in these environments rarely have immediate impact on production environments, and therefore will unlikely be of Serious and Critical priority.



Q: I would like to ensure availability and assistance during a DR Drill. How do I do that?

A: A DR drill is a planned activity, thus is being classified as an implementation issue. Due to the existing option of failing back to production this has little impact on live production work. The Technical Support team will provide assistance according to priority, but cannot always accommodate the urgency expected in completing the drill itself.

Assistance with issues in failing back on the other hand may have a major impact on production work, thus will be treated with higher priority by Support.

Therefore it is recommended, as with any other planned activity, to alert the Technical Account Manager or Account Executive, evaluate the situation, and plan accordingly.

Q: What is the process for completing a Major Upgrade?

A: For a Major Upgrade, or new installation, the customer is required to work with Cyberark Security Services or a CyberArk Certified Delivery Engineer. This is important due to the complexity of the activity and the time it takes to complete successfully.

If a Major Upgrade, or new installation, is performed without the assistance of Cyberark Security Services or a CyberArk Certified Delivery Engineer the environment will not be eligible for Cyberark Enterprise Support assistance.

A Major Upgrade is when the first number of the version is updated. For example going from v7 to v8, or v9 to v10.

Q: I would like to ensure availability and assistance during a minor version upgrade. How do I do that?

A: The impact of issues when upgrading certain components can have critical implications on production work therefore it is imperative that the Technical Account Manager or Account Executive be aware of the planned upgrade.

If needed the Technical Account Manager or Account Executive can assist in planning, preparing, or performing the upgrade itself.

During off hours Support will be provided as best as possible by the Technical Support team or the off-hours engineers. Please note however, that as the responsibility of these teams is to restore production work and ensuring production availability. This may include rolling back changes and discontinuing the upgrade procedure.

Q: What is the recommended way of collecting debug logs?

A: CyberArk's Technical Support provides a debug tool known as the 'CYBRSupportTool.'

This tool is based on PowerShell, and includes a GUI which automates capabilities, such as collecting log files based on specific time frame only. Currently the tool is GA and supports only the Vault, PVWA, CPM, PSM, PVWA, DR, EPM Server, and Credentials Provider for Windows.



This tool can be found via the Customer Community Solution: 00004217 "How to easily collect logs in CyberArk - CYBR Support Tool"

You can also find the tool utilizing our Support Vault at the following link: [CYBR Support Tool](#)

Q: How does Cyberark support plug-ins?

A: Out-of-Box CPM and PSM plugins are supported fully including initial troubleshooting and setup assistance, as well as break-fix scenarios.

Additional Non-Out-of-Box CPM and PSM plug-ins often require customization in order to work with a specific environment or target device. For these types of plug-ins Cyberark has a team of Plug-in Developers to assist in setting up and testing non-Out-of-Box plug-ins that are customized to your needs.

The Enterprise Support Team provides Support only to plug-ins developed by CyberArk, and may assist with minor customizations such as ones that rely on specific texts, but not on logic designs, or plugins developed by non-CyberArk personnel.