



HashiCorp Support Services

September 2021



HashiCorp Support is committed to helping you successfully install and utilize our software.

Support Services provides the following assistance:

- Assisting with break/fix troubleshooting
- Helping resolve errors or failures encountered during installation or use of our products.
- Identifying and documenting reported software defects, as well as assisting with workaround solutions.
- Addressing specific questions and concerns related to the installation and maintenance of our software.
- Providing support for the interaction between HashiCorp products and third-party software that are included with our products. Note: We do not provide support for any other vendors' software.

Further information is located on our website at [Technical Support Services and Policies](#).

Accessing Support

Support requests can be created via two methods:

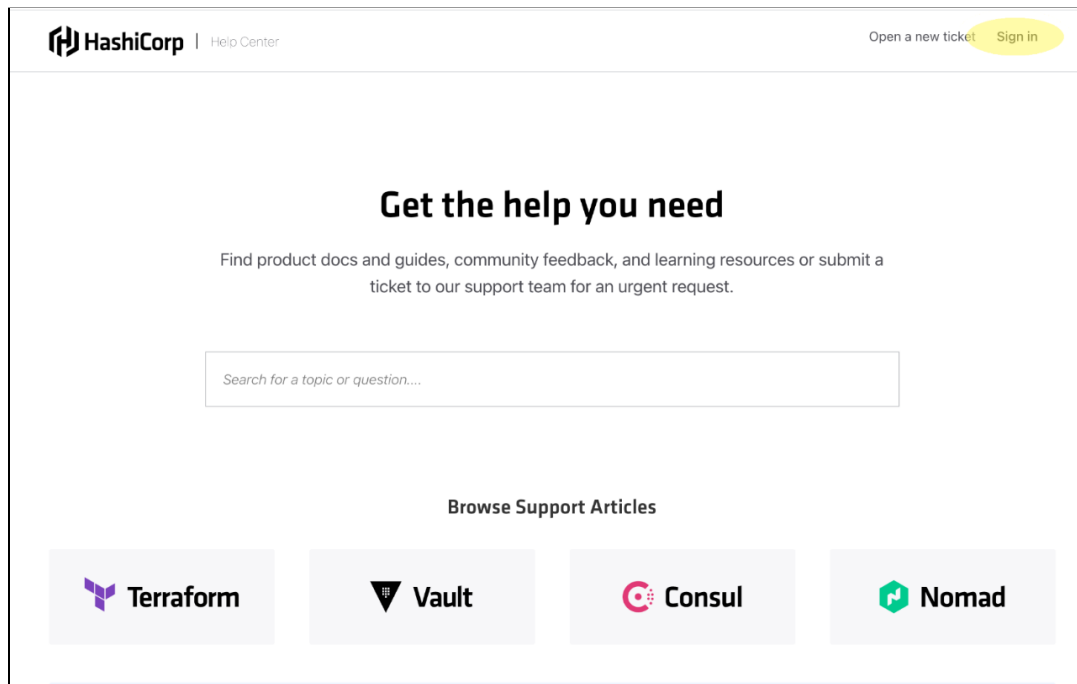
1. The preferred method for opening a support ticket is via the HashiCorp [Support Portal](#)
2. Support tickets may also be created by sending an email to support@hashicorp.com

The support portal includes the ability to include more detailed information when submitting a support request. The portal has product and sub-product selection, the ability to send encrypted attachments, and set the priority of the ticket. All support

tickets submitted via email default to “normal” priority and cannot be changed.

Support Portal

Authorized technical contacts can log in to the support portal via the “Sign In” button



Best Practices when submitting a Support Ticket

- Fill out the support form in its entirety.
- Assign the proper severity level based on the severity definition and product.
- Include attachments including logs, screenshots, configuration files.

Service Level Agreement

Response and resolution times are based upon your Service Level Agreement with HashiCorp. More information is available at our [Support SLA Page](#).

		BRONZE	SILVER	GOLD
Hours of Availability		N/A	9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	24 X 7 (SEV-1 URGENT)
SEVERITY 1 Urgent	FIRST RESPONSE	N/A	8 business hours	60 minutes
	RESOLUTION	N/A	24 business hours	24 elapsed hours
SEVERITY 2 High	FIRST RESPONSE	N/A	16 business hours	4 business hours
	RESOLUTION	N/A	5 business days	3 business days
SEVERITY 3 Normal	FIRST RESPONSE	N/A	24 business hours	8 business hours
	RESOLUTION	N/A	7 business days	7 business days
SEVERITY 4 Low	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	RESOLUTION	Best effort	Best effort	Best effort
Technical contacts allowed		2	3	4

Please provide your Customer Success Manager with the names and email addresses of the technical contacts for your account upon receiving this support document so they can be configured for your account.

Severity Definitions

Urgent (SEVERITY 1)	A Sev-1 incident is an operational outage as defined below: Any error reported by the customer where the majority of the users for a particular part of the software are affected, the error has high visibility, there is no workaround , and it affects the customer's ability to perform its business .
High (SEVERITY 2)	Any error reported by the customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available ; however, performance may be degraded or functions limited and it is affecting revenue .
Normal (SEVERITY 3)	Any error reported by the customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is NOT affecting revenue.
Low (SEVERITY 4)	Any error reported by the customer where a single user is severely affected or completely inoperable or a small percentage of users are moderately affected or partially inoperable and the error has limited business impact.

Support Best Practices

When submitting a support request for your Hashicorp product(s) please provide as much detail as available with the initial request. The following product specific tables detail the recommended data points to supply with each request.

General Information

1. Operating System and Version
2. Platform Details (Physical server / Virtual machines / Container)
3. Cloud Provider(s)

Terraform Enterprise Specific Information

TFE Version	The Terraform Enterprise version can be found on the server bootstrap page
Terraform Enterprise Support Bundle	A support bundle can be generated from the server bootstrap page and will capture logs and output a zip file that can be uploaded to our support portal
Run Errors	Capture debug logs by setting the TF_LOG environment variable
CLI Version	If using Terraform CLI, the CLI version can be found using terraform version

Terraform Cloud Specific Information

Organization Name & Workspace Name	Name of your organization in Terraform Cloud and the name of the workspace you are working with directly
Run ID	The ID for the run you are working with (e.g. #run-XXX1234)
Run Errors	Provide debug logs by setting TF_LOG environment variable

Vault Specific Information

Vault Version	Output from command vault version
Vault Status	Output from command vault status
Vault Server Configuration	Either the server configuration file can be uploaded or a sanitized version can be exported from Vault by running: vault read sys/config/state/sanitized

Operational and Audit Logs from Vault	<p>Logs can be captured using the following commands:</p> <ul style="list-style-type: none">• <code>vault debug</code> (Vault version 1.3+)• <code>vault monitor</code> (Vault 1.5+) <p>*Audit logs can be helpful based on the type of issue.</p>
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Consul Specific Information

Consul Version	Output from command: <code>consul version</code>
Consul Status	Output from command(s): <ul style="list-style-type: none">• <code>consul info</code>• <code>consul members -detailed -status</code>
Consul Client and Server Agent Configuration	
Operational Logs from Consul	Logs can be captured using: <ul style="list-style-type: none">• <code>consul debug</code> (Consul 1.4+)• <code>consul monitor --log-level=debug</code> +)• Or capturing log files from client and server agents file system
Service Definitions and Health Check Definitions	

Nomad Specific Information

Nomad Version & Status	Output from command(s): <ul style="list-style-type: none">• <code>nomad version</code> and <code>nomad info</code>• <code>nomad members -wan -detailed</code>
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**Nomad Server and Client
Agent Configuration**

Nomad Job Info

(i.e. job file or snippet from job
file and status of job)

Output from command(s):

- `nomad status [job]`
- `nomad alloc-status [job_id]`
- `nomad plan [job_file]`

**Operational Logs from
Nomad**

Logs can be captured using:

- `nomad debug` (Nomad 0.12+)
- `nomad monitor --log-level=debug`
- Or capturing log files from client and server agents file system



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