M86 Security
Hardware Support

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1 M86 Hardware Support

The purpose of this document is to define and clarify the processes, obligations and coverage of M86 hardware support.

M86 Security Technical Hardware Support provides support for evidentially broken hardware covered by the initial product warranty or a valid hardware support contract.

This refers to applicable products only: All appliances presently marketed, sold and supported by M86 Security including the M86 Secure Web Gateway™ Appliance Series and the M86 Web Filter and Reporter™ Appliances.

2 Definitions and Target Audience

2.1 Definitions

Term	Explanation
Partners	Includes M86 Security's authorized Distributors and Resellers
Customer	Refers to the company, organization, government department or other group entity that is the end user of the product - and is under a paid Support Plan.
Direct Customer	Customers that purchase directly from M86 Security
Hardware product	See "Product"
Appliance	Refers to the hardware device provided to the Customer. This document applies to all appliances presently marketed, sold and supported by M86 Security including the M86 Secure Web Gateway™ Appliance Series (SWG) and the M86 Web Filter and Reporter™ Appliances (WFR).
Product	Refers either to the M86 Secure Web Gateway™ Appliance (SWG) or to the M86 Web Filter and Reporter™ Appliance (WFR).
Third Party	Refers to software or hardware suppliers with which M86 Security has a contractual relationship and whose technology is integrated with a M86 Security product or as a hardware supplier (OEM relationship)
Call, Case, Ticket	Refers to a reported problem, to be logged and subject to case handling process
RMA	Return Material Authorization (RMA) is a transaction whereby the recipient of a product arranges to return goods to the supplier to have the product repaired or replaced within the product's warranty or service contract period.
Direct swap	Hardware is sent to the customer directly and can be replaced without involving the reseller or third party personal, e.g. hard disks or memory.

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Term	Explanation
Dead on arrival (DOA)	Appliance was received broken, e.g. does not power up. DOA must be asserted within 90 business days after initial delivery.

2.2 Target Audience

M86 Security assumes that the normal business model for the customer is either to receive support from and maintain contact with one of our partners or M86 Security directly.

In applicable cases, it is exclusively the Partner who contacts M86 Security. However, M86 Security is aware that for some customers, support contact will be performed directly (see also 4.2, Partner / Direct Customer Obligations).

3 Coverage

3.1 Hardware only

Replacement service and warranty can only be granted for hardware parts. Resulting damage and productivity loss is not and cannot be a matter of hardware services. Customer caused hardware failures (no UPS, flood or fire in server room, wrong handling, etc.) are also excluded.

3.2 Hardware warranty

The customer or partner should contact an M86 account manager for details regarding the Premium Hardware Support option. This option is available only for certain appliance models. Hardware support for IBM-based appliances is handled as described in the document "M86 Security Appliances Based on IBM Hardware".

Indicated shipping times can vary depending on geographical region and are for current generation hardware and software. Additional preparation time may be required for previous releases.

3.2.1 One year initial product warranty without special hardware support

Once M86 Support has verified a hardware issue on an appliance without Premium Hardware Support, a replacement appliance will be shipped within 10 business days.

3.2.2 One year initial product warranty with special hardware support

For specific appliance models with Premium Hardware Support, M86 Support will ship a replacement unit on the next business day, once a hardware issue has been validated on the customer's current appliance. The customer or partner should contact an M86 account manager to verify coverage.

3.2.3 Dead on arrival (DOA)

DOA means that a hardware problem occurs within 90 days from the time of delivery. Once verified, and without Premium Hardware Support, a replacement appliance will be shipped within 3 business days for shelf items, 10 business days for non-shelf items.

3.2.4 Beyond initial product warranty

Once M86 Support has verified a hardware issue on an appliance with Premium Hardware Support, a replacement appliance will be shipped on the next business day.

4 Course of Action and Responsibilities

4.1 Support Case

A support case must be opened with M86 security for each technical problem, either through the reseller / partner or by the customer (depending on the level of the support contract). The case must be opened via the Support Portal. It will help to provide better service by automatically logging and handling the problem. For details, please see the process documented in the M86 Support Policy. A support engineer is assigned to work on the case and will be the primary contact person for the customer or reseller.

4.2 Partner / Direct Customer Obligations

If the customer is not entitled to contact M86 Technical Support directly by opening a case, the partner or reseller is requested to collect technical information, raise the support case with M86 Technical Support and handle the process.

Once hardware replacement is approved and hardware is about to be shipped to the distributor (see also 4.4, Return Material Authorization (RMA)) the partner or reseller will track the process and take care of delivery to the customer. This is also valid for reshipment of faulty hardware.

Faulty products should be returned within 8 business days from date of receipt of replacement parts.

4.3 Troubleshooting and Analysis

As any hardware replacement can be processed only after full failure diagnosis, all relevant information such as hard disk error messages or boot-messages should be provided while processing the support case and in order to expedite case handling activities.

In certain cases, when it is not evident that the technical problem is caused by hardware failure, a possible software problem must be excluded by re-installing the system. This is a matter of the support engineer´s judgment, based on available information.

4.4 Return Material Authorization (RMA)

As soon as a hardware failure is ascertained, the support engineer will collect all necessary information. This is often accomplished by sending an RMA form to the reseller, who fills in all relevant data (serial

number, exact hardware model, customer's name and address, and software version to be loaded) and sends this form back to M86 Support. After the RMA was approved from the technical perspective, the finance department will confirm that the customer is still within the warranty period or is entitled for advanced hardware support. Only then is the hardware replacement process initiated.

4.5 Replacement Shipping

Certain areas (e.g. EMEA):
For tax reasons, a replacement unit can only be shipped to the distributor. Direct shipments to resellers or end customers are only possible with written approval to make the duties and VAT payment on delivery to the courier company.

4.6 Third Party Involvement

Depending on the hardware product line, hardware might be shipped by third party partners, rather than the M86 logistics department.

As soon as a hardware failure is verified by the support engineer, he will involve this third party in order to arrange shipment of a replacement part or an onsite visit, if necessary. In this case, product and customer information (like name or contact details) will be forwarded.

A representative of the third party may contact the customer in order to coordinate an appointment or, in certain cases, to clarify open details. Apart from that, M86 strives to keep this process as transparent as possible to the end customer.

4.7 Support Exclusions

After the one year initial warranty period, hardware support and replacement is only provided for customers with a valid hardware support contract.

If parts of an appliance (e.g. hard disks) are replaced via direct swap, the customer is obliged to return the defective part in the original packaging of the replacement part, either to M86 or an involved third party company. If the customer decides to keep the defective part, e.g. for data privacy reasons, he will be charged for this part.

4.8 Problem Closure

Once the replacement part was received by the customer (via distributor or reseller, or via a third party), the support case is resolved from the technical perspective and will be closed.

About Trustwave

Trustwave is a leading provider of information security and compliance management solutions to large and small businesses thought the world. Trustwave analyzes, protects and validates an organization's data management infrastructure from the network to the application layer – to ensure the protection of information and compliance with industry standards and regulations such as the PCI DSS and ISO 27002, among others. Financial institutions, large and small retailers, global electric exchanges, educational institutions, business service firms and government agencies rely on Trustwave. The company's solutions include on-demand compliance management, managed security services, digital certificates and 24x7 multilingual support. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia, and Australia.