Trend Micro

Technical Support Guide

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Scope

This document is intended for use by customers who engage directly with Trend Micro Technical Support. For Trend Micro partners organisations please refer to our Partner Management Portal for detailed information on your Technical Support arrangements:

https://community-trendmicro.force.com/Partner

Definitions

CSE – Customer Service Engineer

SR – Support Request

CSM – Customer Service Manager

PSP – Premium Support Program

Introduction

Welcome to Trend Micro™ Technical Support. This guide provides our customers with information about our support offerings and support processes and policies. Information is included relating to:

- Support Best Practise
- Support Request Severities
- Submitting a Support Request
- Support Offerings
- Support Request Escalation Process
- Support Hours of Business
- After Hours Support
- Support Request Closure
- Language Support

Support Best Practise - Plan Ahead

Preparation is key before deploying any new product in your environment. Therefore we recommend reviewing associated documentation for your product including System Requirements, Installation, and Release Notes. Product documentation can be found at: docs.trendmicro.com

For more complex environments pre-planning is crucial.

It is essential that solutions are kept up to date and that at all times only supported versions of product are in use in production environments. In order to optimize security, best practise guidelines should be applied.

Self Help Resources
- Trend Micro Knowledge Base
- Product Documentation (docs.trendmicro.com)
- Download Center (http://downloadcenter.trendmicro.com/)

Customer Responsibility

In order to assist us finding a solution for your issue it is important that complete and timely information is provided. Your Customer Service Engineer (CSE) will detail any information needed when working with you on an issue.

For customers participating in our Premium Support Program it is also important to involve your CSM in discussion regarding deployed solutions, and product roadmaps. This will allow us to work with you to ensure full product potential is realised in your environment.

Designated Contacts
In order to enhance the relationship between your administrators and technical support we recommend the use of designated contacts who have expertise on our products. To nominate designated contacts with us, please log a Support Request (SR) detailing Name, Email Address and Telephone number and we will setup your team members on our systems.

Trend Micro Technical Support Responsibility

When interacting with Trend Micro Technical Support you will work with team members in different roles:

Customer Service Engineer (CSE)

Upon submission your SR is assigned to a CSE. The CSE is skilled in the product set for which you have logged your SR (example, Messaging product) and the CSE will be your main point of contact for the lifetime of the support request. Their responsibilities include:

- Responding to you on a specific support request by email or telephone
- Where necessary, attempt to replicate and troubleshoot the issue you have raised
- Researching, and identify a solution for the issue reported
- Working with other teams to identify a solution. This may include, but not limited to engineering, escalation management.

Customer Service Manager (CSM)

As part of our Premium Support Program you will have access to a CSM. Your CSM will be local to your country or region. The CSM will provide proactive technical account management to help maximise return on your investment in Trend Micro Solutions.

Support Request Priority Levels

Trend Micro case priority levels are used to assist in the prioritization of handling your support issue. Trend Micro CSEs will use the guide below to select the appropriate priority level for all submitted support requests.

Please note that Trend Micro reserves the right to modify the priority levels below and upgrade or downgrade the priority level of a support issue at any time.

At any point you may request that the priority of a case is increased or reduced based on the business impact of the issue.

For a detailed description of severity definitions and target response times reference the following:

www.trendmicro.com/severitydefinitions.

Submitting a Support Request

Before contacting Trend Micro Technical Support we recommend first reviewing our knowledge base – this will allow you to validate if the issue you are experiencing has already been identified and will also guide you to any known solutions.

Trend Micro recommends online SR submission – this will allow for a detailed written description of the issue that you are experiencing. It will also facilitate the upload of logfiles needed for investigation. Should you be experiencing a critical Priority 1 issue Technical Support should then be contacted via phone as detailed below.

For Online Support Request Submission

For customers on our Premium Support Program please access the following portal to submit your support request:

https://premservices.trendmicro.com/en-us/login.aspx

*Login credentials are required for this portal.

For all other customers please access the following portal:

https://esupport.trendmicro.com/SRF

For Phone Support Request Submission

To identify the appropriate phone number for your country refer to the following link:

https://esupport.trendmicro.com/en-gb/business/pages/contact-support.aspx

Browse to the Phone section of the page and select your country from the appropriate drop down menu:


When you call the Trend Micro Technical Support you will be guided through a number of options via an interactive voice response (IVR) system. The intention of the IVR system is to guide you to the correct team and CSE who can help you with your query.

Once completed, you will be routed to an appropriate member of the Technical Support team. The CSE will then take the details of the issue from you and create a support request on your behalf. The CSE will communicate the SR number to you. The CSE will make initial recommendations on the next steps required to resolve the issue reported. The SR lifecycle as detailed in the next section of this document will be initiated.

Lifecycle of a Support Request

Dependant on complexity of a given issue the time to resolve an issue can be short or may involve a more iterative troubleshooting lifecycle to fully resolve. The typical lifecycle of a support request is captured below:
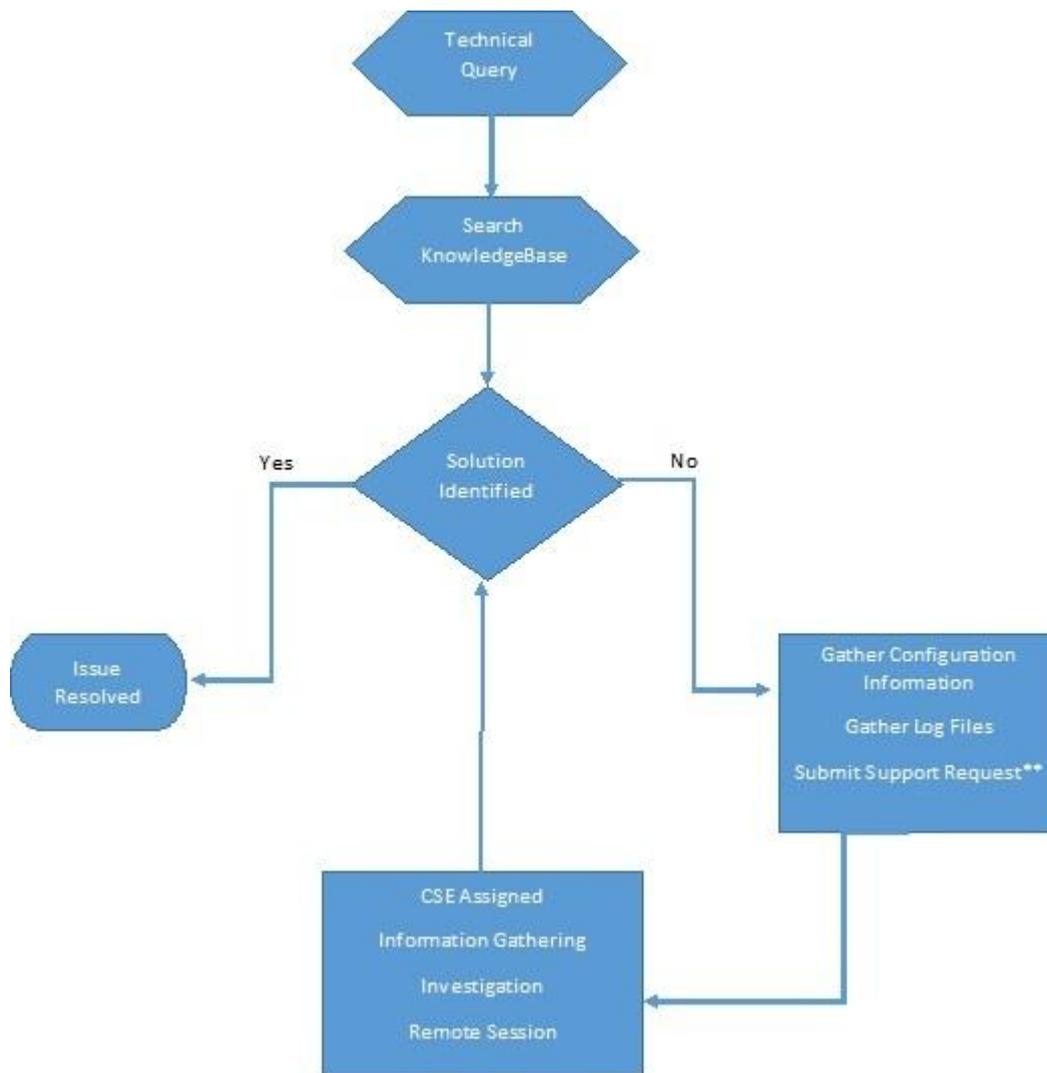
On occasion a CSE may request multiple logs or may need to enable a more verbose level of logging to diagnose an issue. Timely responses to such requests will help us to troubleshoot and resolve your issue as efficiently as possible. Your issue will be worked on until it is agreed by all stakeholders that it is resolved and the support request can be closed.

** The following links are helping to review in advance of logging a support request:

https://esupport.trendmicro.com/pages/How-to-use-Case-Diagnostic-Tool-to-collect-all-the-information-needed-by-TrendMicro-Technical-Support.aspx

On occasion, it may be necessary to reassign your support request to another CSE. You will be informed if there is a need to reassign your support request. You can, at any time, request that the CSE working with you increases or decreases the priority of the support request if the business impact is of the issue has changed.

Trend Micro Support Offerings

Trend Micro have a simple offering structure.

- Standard Support is available on most products. Customer availing of Standard support can submit Support Requests via the following portal:

  https://esupport.trendmicro.com/SRF

The CSE working with you will engage supporting teams as required to resolve your issue.

- Our Premium Support Program (PSP) is available to customers for a fee. A PSP Support Contract includes access to a Customer Service Manager (CSM) and other proactive prioritized services.

  Customers on our PSP program can submit support requests via
  https://premservices.trendmicro.com/en-us/login.aspx

  For more information click on PSP Support

Escalation

What do I need to escalate?
- Support case opened and time allowed for troubleshooting
- Reason for the escalation – explanation of the business impact

When can I escalate?
Escalation can be requested in the following scenarios:

- Major impact to Business Critical systems
- Serious hardware or software failure; primary functionality degraded with no resolution in sight
- Unresolved technical issues
- Poor Support response, prolonged lack of resolution or progress

How do I escalate?
You can escalate a Support Request at any time either by speaking directly with the CSE assigned to your case. Alternatively you can contact your local CSM (for premium support customers), account team or sales representative for assistance. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful resolution.

Support Hours of Business

Region	Business Hours
Europe(excluding MEA, Russia)	Mon-Fri 9am-6.30pm CET

Accessing Support After Business Hours

All Support Offerings

After business hours support is available for Priority 1 issues. For Priority 1 issues please contact us by phone. Your issue will be assessed to ensure that it qualifies as a Priority 1 issue. If a Priority 1 issue is being experienced a CSE will be assigned to work with you on the issue. However, if it does not qualify as a Priority 1 issue a support request will be created for you and assigned to a CSE who will respond during business hours for your region.

To access support after business hours in your region access via telephone on +1-888-608-7363

Support Request Closure

A Support Request (SR) is typically closed when you confirm that a resolution has been reached.

However if the CSE working on your issue does not hear back from you after three attempts to contact you during a ten day period the SR will be closed. During diagnosis of an issue, should you need more time to apply recommended solutions in your environment, discuss this with your CSE to ensure that your SR is not prematurely closed.

Should your SR proceed to closure, and further investigation is needed again at a later date you can request the SR is reopened, or log a new SR with us and reference the previous SR number.

Language Support

Trend Micro Technical Support is delivered primarily in English. Limited local language support for some European countries however can be arranged in French, Italian, German and Spanish. This local language support is carried out on a best effort basis and is only available during business hours.

Internal technical support tools and systems are English based and information related to your issue is recorded in English.

All Trend Micro response time targets are based on response in English.

All after hours support is provided in English only.