Welcome to Entrust nShield Technical Support

Welcome pack

A guide to using Entrust nShield technical support services

Our global technical support team and customer service team are committed to providing a world class service, with expert support engineers available to answer your technical queries and to help resolve any technical issues related to your product.

This welcome pack will help you to understand how to access the range of support services available as part of your support package and ensure you get maximum value from Entrust nShield® support and customer services.

What is in the welcome pack

GETTING STARTED

This guide is intended to get you up and running with Entrust nShield support services as quickly and simply as possible. It will help you to understand the different contact methods to use, to raise a technical or customer service query.

You will also find a description designed of the features included in each of our support packages, which have been to meet the needs of the critical systems within your organization.
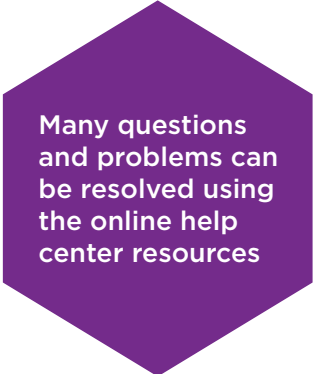
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How to use Entrust nShield technical support services?

How to contact us

There are three methods you can use to contact Entrust technical support and customer services to log a query;

1. Logging into the Entrust help center

2. Calling Entrust nShield technical support – (see the technical support section of this guide for contact information)

3. Emailing Entrust nShield technical support

Many questions and problems can be resolved using the online help center resources

The help center

Entrust nShield technical support help center can be accessed from the following link:

https://nshieldsupport.entrust.com

Gaining access to this site requires an active support contract.

The Entrust help center offers the following benefits;

• **Available 24x7**: The Entrust help center is an easy-to-use self-service portal that provides unlimited access to a wealth of information via the web 24x7

• **Search the Entrust Knowledge Base:** Through our comprehensive search capability, the help center offers a Knowledge Base with valuable troubleshooting advice, how-to articles, and best practices

• **Subscribe to product notifications and alerts**: The Entrust help center offers a subscription feature that provides notifications of new software releases, product updates, security alerts, and other important support related news

Once you have a registered account for the help center, to subscribe for updates, you simply select the product group you would like to be notified about.

Many questions and problems can be resolved using the help center resources such as product documentation, product release notes, security alerts, and bug information.

How to access the help center

Request login credentials

Before you can access all of the help center articles or submit support requests you must have an account with Entrust.

Anyone with a current valid support contract can get an account.

Either email the Entrust support team at **nshield.support@entrust.com** or phone using the contact numbers from the "How to contact us" section in this welcome pack.

If you already have an account but don't know your password, you can click the "forgot my password" link to reset your access to the site.
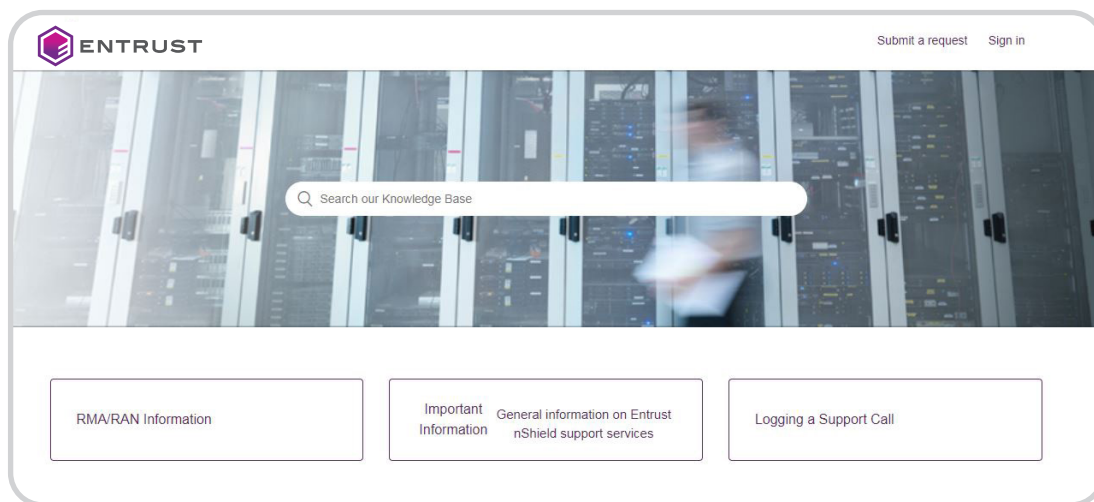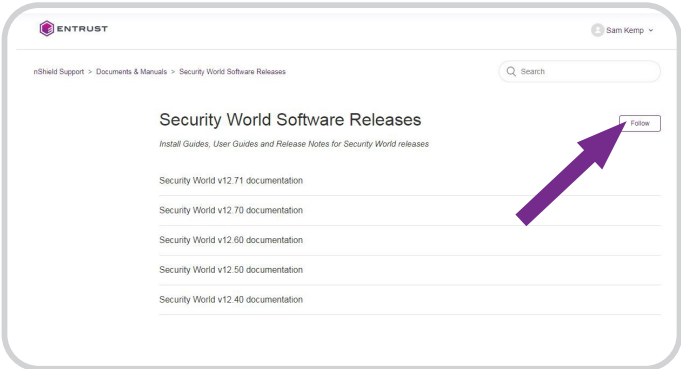
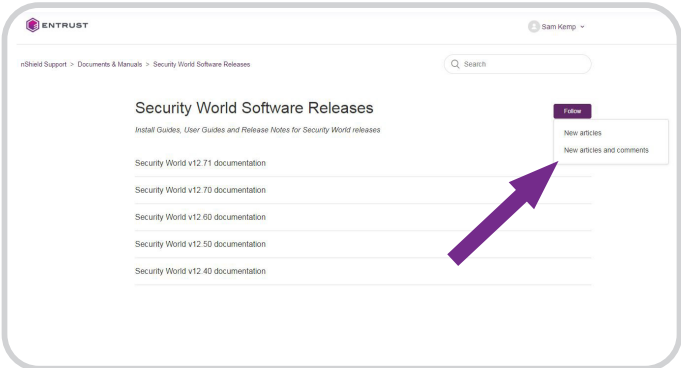# How to subscribe to notifications and alerts

1. **Select the topic of interest**
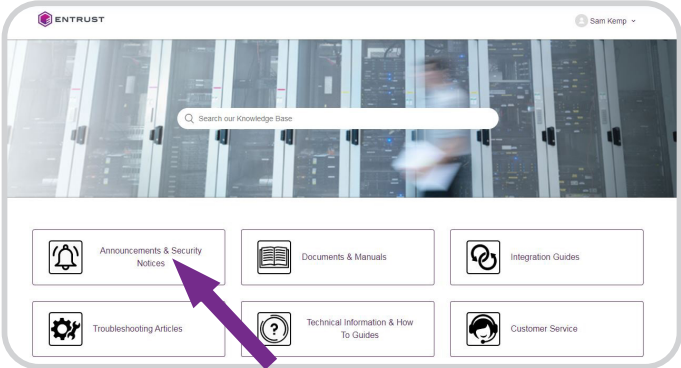
2. **Click on 'follow'**

3. **Select the 'new articles' option**
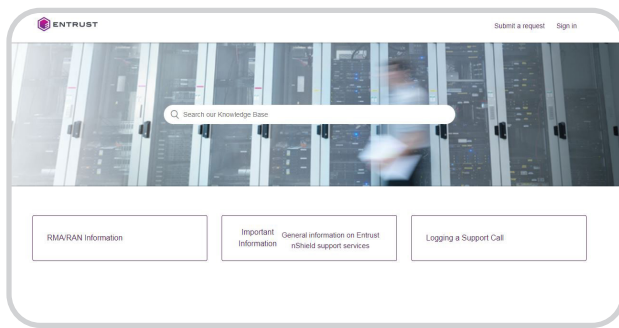
Learn more at entrust.com/HSM

How to contact Entrust nShield technical support

By the help center

You can raise a support ticket through our help center. Simply log in and click on the 'submit a request' button in the top navigation menu.

nshieldsupport.entrust.com

When reporting a problem we strongly recommend that you provide as much information as possible so that our support engineers can quickly begin the troubleshooting process.

By email

If you wish to contact us by email, our email address is:

nshield.support@entrust.com

When we receive your email a ticket will be logged and an Entrust support engineer will contact you within the targeted time of your support contract.

Email is monitored during normal business hours.

By phone

You can also contact us by telephone, using the following numbers.

PLEASE NOTE: incoming and outgoing phone calls may be recorded for diagnostic, quality, and training purposes.

EMEA 8:30am–5pm (GMT)	+44 1223 622444

APAC 9am–5pm (Hong Kong)	+852 3008 3188
Australia	+61 8 9126 9070
Japan	+81 50 3196 4994

AMERICAS 9am–9pm (GMT–5)	+1 (833) 425-1990
Brazil	+55 11 3230 5205
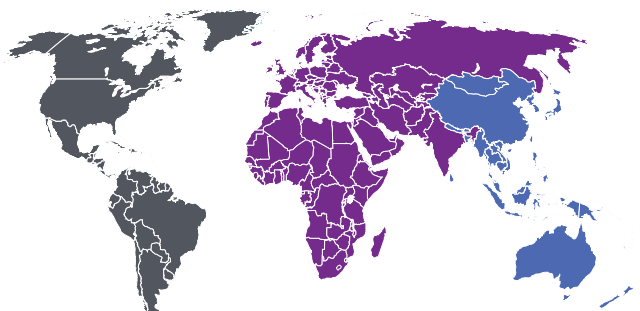
What happens when you log a support ticket?

You will receive an email confirming your ticket reference number.

The ticket will be assigned to one of our knowledgeable technical support engineers, who will contact you to discuss the issue and plan the first steps toward reaching a resolution.

As the investigation into your issue progresses, we'll keep you updated on a regular basis. You can also check the current status of the ticket via our help center.

Anticipating our questions

We may need to ask you for some of the following information, to help us find a resolution to your issue:

• Serial number

• A description of the fault and the circumstances in which it occurs

• Information on the supported software or hardware unit (if applicable) e.g., version, license number, environment, etc.

• Diagnostic information (e.g., logs/debug/trace files/core dumps)

• An assessment of the severity of the fault in terms of the operational impact on your organization (please refer to the table overleaf)

How do we handle your ticket?

We prioritize the ticket based on the severity of the impact on your environment and the service level you have purchased. Please refer to the following table when logging a support ticket through the help center.

TICKET SEVERITY	DEFINITION	RESULT
Severity 1	**Urgent:** Severe problem preventing customer from performing critical business functions	1. Production system crash or hang 2. Production data corruption (data loss, data unavailable) 3. Production systems significantly impacted, such as severe performance degradation 4. Production system and/or data is at high risk of potential loss or interruption 5. Production system work-around is required immediately
Severity 2	**High:** Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	1. Production system adversely impacted 2. Non-production data corruption (data loss, data unavailable) 3. Non-production system crash or hang 4. Non-production system and/or data are at high risk of potential loss or interruption 5. Non-production system work-around is required immediately 6. Development system(s) is/are inoperative
Severity 3	**Normal:** Customer or workgroup performance of job function is largely unaffected	1. Production or development system has encountered a non-critical problem or defect 2. Questions on product use
Severity 4	**Low:** Minimal system impact; includes feature requests and other non-critical questions	Question/request for information/administration queries

How to use Entrust nShield technical support services

	PREMIUM PLUS	PREMIUM	STANDARD
Phone support 24 × 7 × 365	✓		
Phone support during regional business hours*	✓	✓	✓
Log requests via help center and email support (regional business hours)	✓	✓	✓
Maximum 4-hour response to initial query	✓	✓	
Maximum 8-hour response to initial query			✓
Access to knowledge articles, product announcements, and information via help center	✓	✓	✓
Advance replacement of faulty hardware	✓	✓	
Return failed hardware to Entrust for repair or replacement (15-day turnaround)			✓
Firmware and software updates	✓	✓	✓
Hot fix for firmware and software issues, if available	✓	✓	✓

*See section **How to contact Entrust nShield technical support**

Premium Plus

- 24/7 access to our expert technical support via web portal, phone, and email
- Initial response within four hours
- Critical incident management process, to handle mission-critical technical issues
- Hot fixes for software and firmware issues
- Advance hardware replacement
- Access to the help center and Knowledge Base
- Software, firmware, and documentation updates
- Priority escalation handling

Our Premium Plus support package provides our highest level of 24x7 technical support. It is designed for organizations who cannot allow their business to be impacted by extended outages within their critical live environment.

Premium Plus support includes access to our highly skilled team of technical support engineers, 24 hours a day, 365 days a year (by phone only at weekends and public holidays) and our Advance Replacement service. Once the fault is confirmed this service dispatches a replacement device by the end of the next business day, without the need to return the faulty hardware first.

Advance replacement – Please note that a replacement unit always contains the most up-to-date software, while your existing unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, then please alert us in advance.

You will need to remove and return the failed product to us and install the repaired/replacement product at your cost, including any taxes and duties.

Please phone Technical Support for immediate assistance with:

- **critical issues**
- **issues arising at weekends and on public holidays**

Premium

- Access to our expert technical support team via help center, phone, and email during regional business hours
- Initial response within four hours
- Critical incident management process, to handle mission-critical technical issues
- Hot fixes for firmware and software issues
- Advance hardware replacement
- Access to the Knowledge Base
- Software, firmware, and documentation updates
- Priority escalation handling

Our Premium support package includes most of the features of the Premium Plus package, including advance hardware replacement, faster response times, and priority escalation handling. It's suitable for your live system environments, where a 24/7 service is not required.

Please phone Technical Support for immediate assistance with critical issues.

Standard

- Access to our expert technical support team via help center, phone, and email during regional business hours
- Initial response within eight business hours
- Hot fixes for software and firmware issues
- Access to Knowledge Base
- Repair or replacement of verified faulty units within 15 working days of receipt

The Entrust Standard support package provides your organization with the technical support services you may need for a non-critical, development, or test environment. It allows you access to our team of technical support engineers, who will endeavor to answer any questions you may have about installing, configuring, and maintaining your Entrust products. Hardware replacement (standard package) – We will repair an original hardware unit or provide a replacement following receipt of your report and our acknowledgment that the product unit has failed. We will then ship the repaired or replacement unit within 15 business days of receipt of the failed unit. You will need to remove and return the original product to us and install the repaired/ replacement product at your cost, including any taxes and duties. Please note that a replacement unit always contains the most up-to-date software, while your unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, please alert us in advance.

Customer services

Once the nShield technical support team has diagnosed that your hardware is faulty, our dedicated Customer Services team will work with you to co-ordinate the logistics of replacing or repairing your failed device.

Premium and Premium Plus:

Upon confirmation of delivery details, our customer service team will work towards shipping an equivalent replacement device by the end of the next working day.

Return of the failed device is not required until you have received the replacement device.

Standard:

Our Customer Services team will arrange for collection of your failed device. Once received at our hub the device will be repaired and returned within 15 working days of receipt. If the device is irreparable, a replacement will be shipped.

In all cases a pre-paid shipment will be offered for both the replacement and return.

Additional Information:

- Entrust Data Protection Solutions has a logistics hub based in the European Union to alleviate shipping delays following Brexit

- Unless otherwise requested the repaired/replaced device will be returned on our latest FIPS approved firmware.

- For Premium Plus and Premium, following receipt of the replacement device, the faulty unit must be returned within 2 weeks

To find out more about Entrust nShield HSMs

HSMinfo@entrust.com

entrust.com/HSM

ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.

Learn more at
entrust.com/HSM

ENTRUST

Contact us:
HSMinfo@entrust.com