



# NetWitness Technical Support Guide

# Welcome to NetWitness

## 3 Contacting **NetWitness** Customer Support

- Ways you can reach Support
- Technical Case Request

## 6 Community Portal

- Benefits of using the Portal
- Case Management
- Non-Technical case submission

## 10 Service Level Objectives (SLO)

## 14 Product Life Circle

- End of Primary Support (EOPS)

## 16 Case Escalation

- Escalation Handling

# Contacting NetWitness Customer Support

# How to reach NetWitness Support

- Open a case online in our Support Case Portal (see page 8 for instructions)
- Call our 24x5 Customer Service line (Recommended for Severity 1 technical issues)

USA	+ 1-888-480-0707 +1-571-392-6000
India	+ 91 (6851) 096010
Japan	+ 81 (3) 45789173

- Email us at [support@netwitness.com](mailto:support@netwitness.com)
- For non-urgent questions and issues, start a thread on the Community Support Forum  
[Community Support Forum - NetWitness Community](#)

More Information > [NetWitness Support Information](#)

# Technical Case Request

Provide as many details as possible when creating a new technical case on-line or over the phone:

- Company name
- Product license / serial number (required)
- Site ID (if known)
- Contact details for the case (full name, email address and/or phone number)
- NetWitness product name
- Version (required)
- Platform / Operating System installed on
- Production or non-production issue?
- Detailed problem description with screenshots if necessary

# Community Portal

# Benefits of Registering on the Portal:

- NetWitness product documentation, advisories and subscription.
- Download software upgrades, service packs, fixes and tools.
- Create or manage your own support cases online.
- Discussions, blogs, forums as well as other helpful and educative resources.

[Register here](#) | [Getting Started](#)

# Case Management

Case Management portal is where customers can open and manage their support cases, view their maintenance contracts and products serial numbers, as well as managing their team and users' access:

- If you are already registered, log into the portal > <https://community.netwitness.com/s/>
- Click on **Support** top menu and select **Case Portal**:



The screenshot shows the NetWitness Community portal interface. At the top left is the NetWitness Community logo. A search bar is located in the top center. On the top right, there is a user profile icon labeled 'ALIIMAM007'. Below the search bar is a navigation menu with the following items: Home, Advisories, Documentation, Downloads, Integrations, Knowledge Center, Community, Support, and Education. The 'Support' menu item is highlighted with a red box, and its dropdown menu is open, showing 'Create New Case' (highlighted with a red box), 'View My Cases', and 'Product Version Life Cycle'. Below the navigation menu, the main content area displays 'Welcome to our NetWitness Community' and 'Ask questions, find answers and connect with our community of consumers'.

# Non-Technical Case Submission

Within Case Management customers can also open non-technical cases. Whilst creating the case just select the correct Case Type relevant to your non-technical issue or query:

CASE TYPE	DEFINITION
Technical Support	Request technical assistance with a NetWitness product for which you have an active maintenance contract.
NetWitness Community	Request assistance and/or report an issue with the <a href="#">NetWitness Community</a> website, which might relate to the community forums, login/access issues, documentation. Downloads, etc.
myNetWitness Portal	Request assistance and/or report an issue with the <a href="#">myNetWitness</a> assets management portal, such as access to new and existing orders (licensing, e-delivery tokens, order-based software downloads, etc.)
Sales Inquiry	Submit an inquiry to the Sales team regarding order status, maintenance renewal, trial requests and similar topics
Education	Request assistance and/or report an issue relating to the <a href="#">NetWitness Education</a> , such as training and certification programs, access issues, etc.
Partner Community	Request assistance relating to the <a href="#">NetWitness Partner community</a> portal, such as access requests and partner Site ID requests.

# Service Level Objectives (SLO)

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- NetWitness has established guidelines for initial technical case response, ongoing work effort and communication frequency based on the issue severity.
- We have defined **4 levels of severity** from critical to non-critical issues.

# Case Severities:

CASE SEVERITY	DEFINITION	EXAMPLES
<b>Severity 1 (S1)</b>	<b>Critical</b> > Severe Problem Preventing customer or workgroup from performing critical business functions.	<ul style="list-style-type: none"><li>• Production system down.</li><li>• Production system crash or hang.</li><li>• Production data corruption (data loss, data unavailable).</li><li>• Production system significant performance degradation.</li></ul>
<b>Severity 2 (S2)</b>	<b>High</b> > Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ul style="list-style-type: none"><li>• Production system functionality impaired.</li><li>• Production system non-critical performance degradation.</li><li>• Non-Production data corruption (data loss, data unavailable).</li><li>• Non-Production system is inoperative.</li></ul>
<b>Severity 3 (S3)</b>	<b>Medium</b> > Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ul style="list-style-type: none"><li>• Production or development system has encountered a non-critical problem or defect.</li><li>• Questions on product use.</li></ul>
<b>Severity 4 (S4)</b>	<b>Request</b> > Minimal system impact; includes feature requests and other non-critical questions	<ul style="list-style-type: none"><li>• Requests for enhancements.</li></ul>

# SLOs According to Case Severity:

CASE SEVERITY	INITIAL RESPONSE	WORK EFFORT	COMMUNICATION FREQUENCY
S1	1 hours (24 x 7)	Continuous 24 x 7 until relief identified	Every 3 to 4 hours, 7 days/week
S2	3 hours (24 x 5)	Daily, during customer business hours	Once per day, business hours
S3	4 hours (9 x 5)	Weekly, during customer business hours only	3 Business Days
S4	10 hours local time (9 x 5)	Every other week during customer business hours	Once a week

# Product Life Cycle

# End of Primary Support (EOPS)

When your RSA NetWitness product(s) has reached the EOPS:

- NetWitness Technical Support is no longer available under the support contract agreements.
- Customers interested in uninterrupted support must upgrade to a supported version release.
- Extended Support for unsupported versions is currently unavailable for NetWitness products.

[NetWitness Platform& Hardware](#)

# Case Escalation

# Escalation Handling

Customers may request to have their case escalated. Escalation Managers are then responsible for driving the assigned escalation by evaluating the situation, facilitating required resources. Customer can request case Escalations through the Account Managers or CST Team.

## How to Request an Escalation?

To escalate a case, please follow these steps:

### 1. Contact CST or your Account Manager

- I. Contact the CST Team
  - **Email:** [support@netwitness.com](mailto:support@netwitness.com)
  - **Phone:** [How to contact CST](#)

- II. Contact Your Account Manager

Your account manager can also assist with escalating the case on your behalf.

### 2. Provide the case number and the reason for Escalation

Describe the issue causing the need for escalation (e.g., lack of responsiveness, technical complexity, multiple open cases).  
Mention any deadlines or business risks associated with the situation.



See Everything. Fear Nothing.