



# DAG Support

Endace products are trusted by some of the world's largest financial institutions, telecommunications and service providers, retailers, media organizations and Fortune 2000 enterprises.

They choose Endace products because of a proven reputation for performance and reliability. We are proud of that reputation and committed to providing industry-leading support that ensures you get the best from your Endace products.

With Endace Support, you get access to all our latest software releases, the resources available through our Endace Support Portal, and quick, efficient access to our knowledgeable and responsive support staff.

Our global support team is available 24 x 7 to help solve your problems and answer your questions.

## Support Options to Suit Your Needs

Both of our DAG™ Support options cover every size of deployment and Support for all DAG Card models, EndaceODE™ appliances and EndaceTDS™ Time Distribution Servers.

### On-Demand Support

On-Demand Support is a ticket-based support option available through the Endace Support Portal at [support.endace.com](http://support.endace.com). Purchasing support tickets is a very cost-effective way to get started with Endace DAG products.

The Support Case management area in your account allows you to purchase tickets to create new Support cases which are then submitted to our Global Support Team. Each new case that you submit requires that you have a current support ticket. Purchased tickets are valid for three months from purchase.

New DAG Cards come with three free support tickets, and you can purchase more tickets at any time through the Endace Support Portal using a credit card.

### Developer Site License

Our Developer Site License is perfect for large sites or projects. It provides 24 x 7 x 365 support access for all users and developers on a site. They can use the support portal, email or phone to contact our expert support engineers.

## Free Support Portal

Access to the Endace Support Portal comes free with your DAG™ Card purchase.

The Support Portal is run by our helpful and knowledgeable Global Support Team. It is available 24 x 7 x 365 and gives you access to:

- DAG Card drivers, software and documentation
- A knowledge base containing tips-and-tricks and answers to a wide range of questions
- The Forum where you can post questions for other DAG Card users and Endace staff
- Support Case management

Developer Site License Support covers all operational, usage and software development issues related to using your DAG Cards. You also get full access to our DAG Software source code, which enables tighter software integration and allows you to compile applications for deployment on Linux and FreeBSD operating systems.

## Warranty

### Standard 12 Month Warranty

Every Endace product that we ship comes with a standard 12-month hardware warranty. The standard warranty includes:

- Repair or replacement of any faulty hardware
- 90 days of software and firmware maintenance

### Advance Replacement Warranty Upgrade

An Advance Replacement Warranty is perfect for mission-critical deployments. If your DAG Card is found to be faulty, a replacement card will be shipped on the next business day, before we receive the returned card, to minimize downtime.

You can upgrade to a 12-month Advance Replacement Warranty by contacting [sales@endace.com](mailto:sales@endace.com).

## How to Buy or Upgrade your Support

You can upgrade your DAG Card support package at any time – or buy more support - through the Endace Support Portal. Or by contacting our sales team on [sales@endace.com](mailto:sales@endace.com).

## Support Option Details

Package	Free Portal Access	Ticket-based Support	Developer Site Support
Support Forum	✓	✓	✓
Support availability	N/A	24 x 7 x 365	24 x 7 x 365
Initial response time (For Support response times, see table below)	N/A	Four hours	15 Minutes
Technical response time	N/A	Next business day	Four hours
Email support	N/A	N/A	✓
Phone support	N/A	N/A	✓
Remote diagnostics	N/A	✓	✓
Software and firmware maintenance and feature release updates	✓	✓	✓
Software bug fixes / patch releases	N/A	✓	✓
Online User Guide access	✓	✓	✓
Online FAQ access	✓	✓	✓
Online Knowledge Base access	✓	✓	✓
Ticketing system / Web Portal access	✓	✓	✓

## Priority Definitions and Associated Response Times

Applicable only with a current support package.

Priority Definition	Definition	Response Times
1 – Critical	Equipment is unusable resulting in critical impact on the customer's business.	4 Hours
2 – High	Equipment is usable, with some functionality being limited resulting in minor impact on the customer's business.	8 Hours
3 – Medium	Equipment is usable, but some features may not be available resulting in minimal to no impact on the customer's business.	24 Hours
4 – Low	Equipment is operational resulting in no impact to the customer's business	24 Hours

### Support Terms & Conditions

For detailed information on Support Terms and Conditions for your region, please refer to [endace.com/legal](http://endace.com/legal)



This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission [FCC] Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction document, may cause harmful interference to radio communications.

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For more information on the Endace portfolio of products, visit: [endace.com/products](http://endace.com/products)

For further information, email: [info@endace.com](mailto:info@endace.com)