



Druva Support Policies

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Revision history

Revision	Date	Changes
1.0	April 2012	First edition
2.0	May 2015	Added information about EOL policies
2.1	September 2015	Added details about improved case submissions, new Support Portal, and Premium Support Policy
2.2	June 2020	Editorial updates, no changes to policy
2.3	October 2021	Editorial updates for Learn Portal and Offerings, no changes to policy

Overview







At Druva, we are committed to provide timely support services to our customers. We provide support services to assist our customers with technical queries, licensing information, and issues regarding the Druva products. Our services are available 24x7x365, and English is the primary language of support.

For assistance, you can either browse through our online resources or create a support case through [Druva Support Portal](#).

Druva Support service offerings

Druva Support offers Business Critical and Premium Support. Each issue is unique and carries a different set of complexities and challenges. Druva Support will make all reasonable efforts to provide a response within the assigned time frame.

The following tables give a brief comparison between Business Critical and Premium Support services.

Support Offerings	Business Critical (Included with Druva Service)	Premium Support (Purchased)
Access 24x7x365		
Phone/Web/Chat	Phone/Web	Phone/Web/Chat
Support Language	English	English
Self Help Resources (Docs, KB's, Learning, & Webinar)		
Support Experience Level	Level - 2 (Pool)	Level - 3 (Pool)
Named Support Engineer		 Operate Remotely local business hours
Service Levels	Standard	Enhanced
Proactive Information Sharing		

Support Type	Business-Critical		Premium Support (offered separately)	
Priority	Initial response time	Follow-up time	Initial response time	Follow-up time
Critical	1 hour	4 hours	30 minutes	2 hours
High	2 hours	8 hours	1 hour	4 hours
Medium	4 hours	24 hours	2 hours	12 hours
Low	8 hours	48 hours	4 hours	24 hours

Click [here](#) to learn more about Business Critical Support.

Click [here](#) to learn more about Premium Support.

Priority levels

You or the Druva support engineer can specify the priority of the service request. The following table provides guidelines about the priority definitions:

Priority	Description
Critical	The Druva product is unavailable which critically affects your production environment. You observe a complete loss of service. A workaround is not yet available.
High	The Druva product is affected, and your production environment is running but impacted. You observe a severe loss of service. A workaround is not yet available.
Medium	A function in the Druva product has failed; however, your production environment is not affected. You observe a minor loss of service. Druva Support is aware of the issue and a workaround is available.
Low	No impact to the functionality of Druva Product and to your production environment or business. This includes requests about the Druva Product, such as an enhancement, information, documentation, and how-to questions. You observe no loss of service.

Support Portal features

Druva Support Portal provides time-saving tools to solve problems, answer questions, share documentation, and create a case. Druva provides the following online support services.

Knowledge

Search for solutions and technical documents that contain information about common problems and steps to resolve the issues. Notifications about releases are also available on [Knowledge](#).

Forums

[Druva Forums](#) is your community hub where you can post questions to the community, exchange information, and connect with your technical peers. With each interaction, you can also earn reward points.

Create and track a case

Create, update, manage, and track your case online. For more information, see [Case Submission](#).

Announcements

Druva posts Product announcements, release notes, and alerts on a regular basis. Click [here](#), to read the latest announcements.

How to get Support?

General information

You can contact Druva Technical Support in the following ways:

- Support Portal
- Chat
- Telephone

Support Portal

By logging in to the [Druva Support Portal](#), you can choose to submit a case, initiate a chat, or find the telephone numbers to contact the Druva support engineers. You can also browse the Druva **Knowledge** and **Forums** to engage with the Druva customers, partners, and experts.

Chat Support

Chat Support is available with the Premium Support Offering. Chat support allows you to directly contact Druva technical support. To deliver the best experience and right person for the issue, Druva requires you to log into the [support portal](#) and click **Chat Now**. You will be presented with the following options:

1. Select a case
2. Select case type

Based on your support requirement, you can select an existing case or open a new case by selecting the case type to initiate chat with Druva technical support.

Telephone Support

The Druva technical support is available 24x7x365 to answer your questions. For information about Druva technical support phone numbers, see the **Contact Us** section on [support.druva.com](#). All customers are entitled to receive telephone support 24x7x365.

Case submission

The following illustration depicts the different ways to contact Druva Support and submit a case:



How to submit a case?

1. Open [support.druva.com](#) and login to the Druva Support Portal. If you are a new user, [click here](#) to register on the Druva Support Portal.
2. Click the **Submit a Case** option under the **Support Quick Links** section.
3. On the **Submit a New Case** page, provide the following information.
 - Issue description, priority, and case type.
 - Product details, such as product and its version, operating system details.
 - Attachments that include screen captures of the issue, log files, and relevant information.

The information that you provide helps the Support team to work on your case quickly and effectively.

4. Click **Submit a Case**.

When you enter the case details, related articles will be displayed to help you resolve your issue. If the suggested articles do not provide the information that you require, you can proceed to submit the case.

You can track the status of your case and add your comments online. You can even change the priority of the case or escalate the case.

Note: For critical issues that affect your business and need immediate action, Druva recommends that you create a case and then call Druva Support. Please ensure that you have the case number handy when you call Druva Support. For information about Druva Support phone numbers, see the Contact Us section on support.druva.com.

Information to be provided during case submission

While resolving your case, the support engineer will request you to provide key information or to perform certain tasks.

Following are the tasks that you might have to perform:

- Provide clear description and system information while reporting an issue.
- Provide specific logs from the system and perform tests to generate debug logs.
- Involve networking, database, or other technology-specific administrators to help troubleshoot the issue.
- Involve relevant third-party software vendors or hardware vendors wherever required.
- For example, operating system vendors and database vendors.

How to escalate a case?

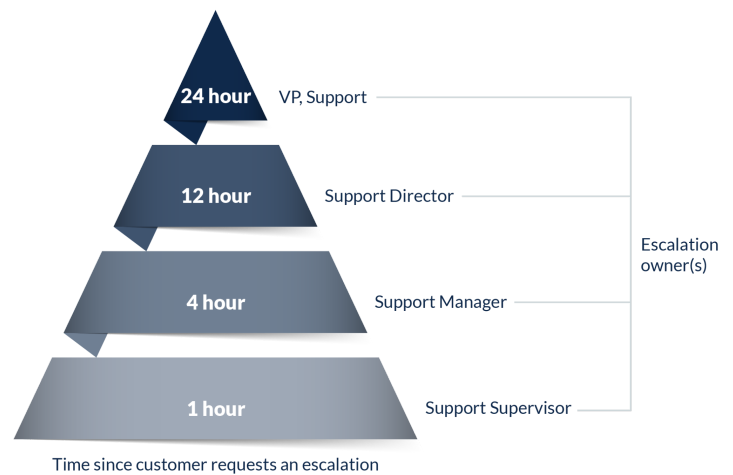
You can escalate your case if you require assistance on higher priority or are not satisfied with the current progress of the issue.

To escalate a case:

1. Find the ticket from the Case section in the Support Portal.
2. Click on the “Escalate” Button.
3. Provide the Reason for Escalation and hit save.

In addition, you can call Druva Support and request to speak to the Team Manager regarding your escalation.

Note: Please ensure that you have the case number handy when you call Druva Support. For information about Druva Support phone numbers, see the **Contact Us** section on support.druva.com.



Druva ensures that your case gets the required visibility until the issue is addressed. The following diagram provides information about the escalation process. As per the time required to address the issue, the visibility will automatically change to the next highest level to ensure swift assistance.

Best practices

Getting started

Find procedures to setup & deploy your respective products

[Set up Druva Cloud Platform](#)

[Set up inSync for Endpoints](#)

[Set up inSync for SaaS Apps](#)

[Set up Hybrid Workloads](#)

[Set up Native Workloads](#)

Self-Service

- Check whether the issue and workaround is already available at **Forums** and **Knowledge**.
- Browse through our extensive [Documentation Portal](#) that provides Release Notes details, feature descriptions, procedures, FAQ's, and troubleshooting tips for the Druva products.
- Inform Druva about any changes in the contacts and support category of your organization in order to keep your profile up-to-date.

Professional Services

Professional Services from Druva enable you to get the most out of your inSync deployment while saving IT time and resources. Reduce internal resources required to deploy and manage inSync, benefit from Druva's expertise, and customize your inSync deployment to meet your needs. Refer the following link to learn more about the Professional Services that Druva offers: druva.com/professional-services/

Training

Our goal is to enable you to successfully operationalize Druva products in your environment. Follow our guided learning paths and watch on-demand videos in your own space at your own pace. As you successfully complete all the learning paths, you will feel confident about getting your organization off to a great start with Druva.

You can check our available training courses here: learn.druva.com

Druva Service Continuity Notification Portal

Product	Change Type for Service Continuity	Frequency	Summary	Notice On Cloud Status	Email Notification
EP/SaaS Apps	Planned	Weekly Main Cloud Saturday- 9 :00 AM to 3:00 PM UTC Gov Cloud Friday - 5:00 PM to 11:30 PM UTC	Cloud optimizations and service tuning. New Feature and enhancements to the service	Yes	Yes, If subscribed for Updates on status.druva.com
Hybrid Workload		First & Third Monday Main Cloud 5:00 AM to 8:00 AM UTC Gov Cloud Friday - 5:00 PM to 11:30 PM UTC			
Native Workload		Rolling Upgrades			
N/A	Unplanned	Service Incident	N/A	Significant service issue impacting multiple customers	Yes (during the incident period)

*If scheduled maintenance is required outside of the scheduled maintenance period described above, Druva will notify the Customer at least three (3) business days in advance.

To Subscribe for Updates

phoenixstatus.druva.com

insyncstatus.druva.com

EOL policies

Druva is not obligated to provide technical support beyond the end-of-life (EOL) period.

EOL policy for inSync client

Each release of inSync client comes with new features and enhancements. Druva also releases patches and hotfixes for the inSync client as and when required.

As per Druva's end-of-life (EOL) policy, Druva discontinues versions of the inSync client that are more than 15 months old.

EOL for an inSync client version means an end to all technical assistance, auto-upgrades, and bug fixes for that version. During an inSync release, Druva publishes the tentative EOL date for the inSync client. Six months prior to the planned EOL date, Druva starts sending periodic reminders to its customers to ensure that they have sufficient time to upgrade.

Druva recommends that you periodically upgrade inSync clients installed on user laptops to the latest version. To view the supported inSync client versions, see [inSync cloud support and EOL policies](#).

EOL policy for inSync mobile app

Each release of the inSync mobile app comes with new features and enhancements. Druva also releases patches and hotfixes for the inSync mobile apps as and when required.

As per Druva's end-of-life (EOL) policy, Druva supports the last three major versions on iOS and Android mobile devices. Druva also supports Windows Phone 8.x on the Windows Phone platform.

EOL for an inSync mobile app means an end to all technical assistance, auto-upgrades, and bug-fixes for that version. Druva recommends that you periodically upgrade your mobile device OS to the latest version. To view the supported inSync mobile app versions, see [inSync cloud support and EOL policies](#).

EOL policy for inSync cloud cache

Each release of inSync cloud cache comes with new features and enhancements. Druva also releases patches and hotfixes for inSync cloud cache as and when required.

As per Druva's end-of-life (EOL) policy, Druva supports the last two versions of inSync cloud cache.

EOL for an inSync cloud cache version means an end to all technical assistance, auto-upgrades, and bug-fixes for that version. Druva recommends that you periodically upgrade inSync cloud cache to the latest version.

EOL policy for inSync AD connector

Each release of the inSync AD connector comes with new features and enhancements. Druva also releases patches and hotfixes for inSync AD connector as and when required.

As per Druva's end-of-life (EOL) policy, Druva supports the last two versions of inSync AD connector.

EOL for an inSync AD connector version means an end to all technical assistance, auto-upgrades, and bug-fixes for that version. Druva recommends that you periodically upgrade the inSync AD connector to the latest version.

EOL policy for Phoenix client

Each release of Phoenix client provides new features and enhancements. Druva also releases patches and hotfixes for the Phoenix client as and when required. Druva recommends that you periodically upgrade Phoenix clients to the latest version. The following policies are applicable to Phoenix:

1. **EOS (end of support).** Druva ends all support for the Phoenix client versions that are more than 18 months old, and no patches are made available. Auto-upgrades will continue to work. Druva starts sending periodic reminders to its customers to ensure that they upgrade Phoenix clients to the latest version.
2. **EOL (end of life).** EOL for a Phoenix client version means an end to all technical assistance, auto-upgrades, and bug fixes for that version. Phoenix client versions that are more than 24 months old may stop connecting to the cloud and all backups/restores

may be blocked. During a Phoenix release, Druva publishes the tentative EOL date for the Phoenix client. Six months prior to the planned EOL date, Druva starts sending periodic reminders to its customers to ensure that they have sufficient time to upgrade.

EOL policy for Phoenix cloud cache

Each release of Phoenix cloud cache provides new features and enhancements. Druva also releases patches and hotfixes for Phoenix cloud cache as and when required.

As per [Phoenix end-of-life \(EOL\) policy](#), Druva supports the last two versions of Phoenix cloud cache. EOL for an Phoenix cloud cache version means an end to all technical assistance, auto-upgrades, and bug-fixes for that version. Druva recommends that you periodically upgrade Phoenix cloud cache to the latest version.

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