

Стандартный срок гарантии WatchGuard.

№	Наименование	Значение / описание / условие
1.	Прием и регистрация запросов ЗАКАЗЧИКА на обслуживание.	Registered Resellers, LiveSecurity Plus Subscribers & End Users +1 206 613 0456 LiveSecurity Gold Subscribers +1 206 613 0877 WatchGuard Secure Partners +1 206 521 8375
2.	Поддержка по e-mail	http://www.watchguard.com/support/index.asp
3.	Примечание	<p>Question</p> <p>WatchGuard Customer Support strives to resolve all customer issues as quickly and efficiently as possible. On each case, we will identify the problem, gather relevant information, troubleshoot, and provide a resolution.</p> <p>To open a new case with WatchGuard, log in to the WatchGuard Portal and select the Support Home tab. Click Contact Tech Support to open a new case about a technical problem you are having with a WatchGuard product. Click Contact Customer Care to open a case about a problem with your WatchGuard account. For details, view the video tutorial on how to Open Customer Support Cases.</p> <p>The attached PDF document gives you guidelines and practical advice on how to resolve your WatchGuard Customer Support issues. The document reviews these</p> <p>Answer frequently asked questions:</p> <ul style="list-style-type: none"> • What Technical Support self-help resources are available to me? • When is Technical Support available? • How do I contact Customer Support? • What if I need support in another language? • How can I speed up case resolution time? • How do I give feedback on WatchGuard Customer Support? • What happens when I submit a case? • How do I escalate a case? • How do I activate a new WatchGuard product?

- How are RMAs processed?
- How do I handle transfers of ownership?
- What do I need to do if I cannot see all my devices?

If you open a case with Technical Support, please be prepared to provide this information before you call or open a case. This will help us provide resolution as quickly as possible.

1. Product serial number?
2. Contact name, primary and alternate phone number, and hours of availability.
3. What is the expected behavior?
4. What behavior do you actually see?
5. Was this working before?
6. How often do the symptoms occur?
7. What troubleshooting steps have you taken? What were the results? Be sure to include things that did not seem to work.

For all technical support cases, be sure to provide the following information:

Logging

Provide log data from the time of the problem. This can be an export from your Log Server, or a copy and paste of Traffic Monitor or any other readout of log data. *Please do not take a screenshot of traffic monitor. Instead, copy and paste the log data to a text file.*

Network Diagrams

To understand network behavior, it is important to understand how the network is designed. Maintaining an accurate diagram of your network setup will make it easier to manage, and much easier for us to troubleshoot.

Packet Captures

A packet capture is a readable output of all packets which enters or leaves an interface. For XTM appliances, Firebox System Manager can be used to perform packet captures from the XTM device itself. After the packet capture is complete, download the .pcap file and attach it to your case. For best results, capture packets during a test of your technical problem, and provide log data from the same

		<p>time period. See Learn More About Traffic Log Messages.</p> <p>Diagnostic File</p> <p>The diagnostic file generated by your XCS, XTM, or SSL device will contain log data, indicators of device health, and most likely configuration settings for the device.</p> <ul style="list-style-type: none">• XTM: In Firebox System Manager, open the status report tab and click Support. Attach the support.tgz file to the case.• XCS: In the Support tab of the XCS Web Interface, click Problem Report. Click Send Now to email this data to technical support.• SSL: In the Monitor System tab of the SSL Web Interface, click Diagnostics File. Click Create Diagnostics File to create a downloadable diagnostics file for the SSL device. Attach this file to the case.
--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------