

Contrast technical support reference guide

VERSION 6.0

Introduction

The purpose of this guide is to provide an overview of the operating procedures for Contrast Security technical support.

Full details of Contrast’s support offerings can be found in the accompanying document: [Contrast support services offering](#).

Contacting support

Contrast endeavours to make it as easy as possible to reach our dedicated technical support team. As such, there’s numerous ways to reach out, which are detailed below. To assist us in resolving your issue as swiftly as possible, when filing a support ticket please try to provide the following information:

- Customization or special configuration information
- Details on how to reproduce and verify the error
- The version of the software in use
- The urgency of a resolution

The Contrast support portal (RECOMMENDED)

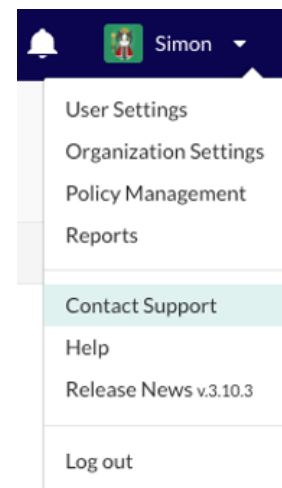
Accessing the portal

You can find the Contrast Support Portal at: support.contrastsecurity.com.

It’s also accessible through the Contrast UI. Simply click on your name in the top right-hand corner and select Contact Support.

If visiting for the first time, you can create an account by clicking the "Sign up" link on the login page. If you’ve previously contacted us via email, you’ll already be registered, so please click the "Get a password" link.

Note: It’s important to register with your corporate email address, this will be used to tie your support tickets to your organization.

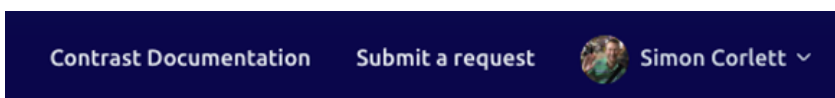


Knowledge base

The Contrast support portal contains an extensive knowledge base, including how- to guides, FAQs and troubleshooting articles and videos. These articles are navigated through the links and search bar on the home page.

Submit a ticket

Once logged into the support portal, select "Submit a request" in the top right corner and complete the submission form with details of your query or issue.



Email

If you need to contact Contrast Support in a hurry, you can also reach us via email: support@contrastsecurity.com. You'll receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking.

Note: It's important to register with your corporate email address, this will be used to tie your support tickets to your organization.

Phone

If you need to reach Contrast support on the move, you can call us at **+1 (240) 252-5188** and leave a message with details of your query or issue on our phone answering system along with your name, company and contact details.

Contrast docs

Full documentation on installation and usage of Contrast's products can be found on the [Contrast docs site](#).

Managing support tickets

Whichever method used to submit support tickets, they can all be viewed and managed through the [Contrast support portal](#). If you don't yet have access to the portal, please see the section on [accessing the portal](#) above.

Viewing tickets

Once logged into the Contrast support portal, select "View your tickets" from the homepage. From here, you will be presented with a list of all tickets you've opened, along with those you've been cc'd on.

Use the search field and status drop down to quickly narrow down your existing tickets and hone in on any previous conversations.

| Subject | Id | Created | Last activity | Status |
|--|--------|------------|-------------------|---------------------|
| Fail Builds with Contrast | #65615 | 1 hour ago | a few seconds ago | Open |
| Interesting Security Events? | #65614 | 1 hour ago | a few seconds ago | Solved |
| Setup Contrast on Tomcat | #65613 | 1 hour ago | a few seconds ago | Awaiting your reply |

Note: If you require access to all of your company's support tickets, please submit a new ticket to this effect. The Contrast support team will work with you to obtain the relevant approvals. Once done, an additional tab entitled "My organization's requests" will be visible on this page.

Ticket status

Contrast support tickets will be in one of four states:

- New:** This is a newly opened ticket which hasn't yet been responded to by the Contrast support team. Never fear, we should be with you very shortly.
- Awaiting your reply:** This ticket is awaiting your response. Click into it to see the latest conversation and to find what additional info we're looking for.
- Open:** This ticket is waiting on Contrast. This includes tickets waiting for a response from Contrast support, but also tickets waiting for resolutions to bugs or even enhancement requests.
- Solved:** An answer or a solution has been provided for this ticket. It will remain open for the next 4 days in case of any follow up queries. After this time, while it can no longer be edited, if you do have further queries on the same topic, simply click into the ticket and hit the "Create follow-up" button.

Ticket details

When you click into a support ticket, you'll be presented with the previous conversation on that ticket along with some key details on the right side. This includes the member of the Contrast support team who'll be working with you on this issue, your ticket ID and various other info pertinent to your request.

The screenshot shows a support ticket interface. At the top is a dark blue navigation bar with the Contrast logo, 'Contrast Documentation', 'Submit a request', and a user profile for 'Simon C'. Below this is a breadcrumb trail: 'Contrast Security Support Portal / My activities'. The main content area is titled 'Setup Contrast on Tomcat' with a status tag 'Awaiting your reply'. It features a text input field for 'CC: Add emails', a rich text editor with a toolbar (bold, italic, link, list, image, video, link, unlink), and a file upload area with the text 'Add file or drop files here'. Below the editor are 'Mark as solved' and 'Submit' buttons. A message from 'Simon Corlett' (1 hour ago) reads: 'Hi Mr Customer, You can find details of how to go about this here: <https://docs.contrastsecurity.com/en/tomcat.html> Is it possible to let us know how you normally start and stop your application? Based on that, we'd be happy to provide more specific instructions. Kind Regards, Simon'. On the right, a metadata sidebar lists details: Id (#65613), Requester (Simon C), Created (Today at 10:33), Last activity (Today at 11:45), Assigned to (Simon Corlett), Group (Support Tickets), Priority (P3), Product Component (Platform), Main Product Category (Java), Query Type (—), Issue Type (Installation/Upgrade), Integration Type (—), Product Version (5.1.3), Alert Type (—), Awaiting future call? (No), Call Date (—), JIRA Ticket # (—), and Jira Status (—).

Responding to tickets

To respond to a ticket, simply select it in your ticket list and click into the Add to conversation box at the bottom of the conversation thread. You can also add any additional email addresses you wish to cc into the conversation and attach any files related to the request.

CC theboss@hogwarts.com

T B I [List] [Link] [Image] [Quote] [Code]

Thanks for the response Simon!

I'd love to setup a call next week to discuss further. How about sometime on Wednesday?

Many thanks,
A

Add file or drop files here

Mark as solved Submit

Once done, click the "Submit" button. This will notify the Contrast support team and switch the ticket status to "Open". Alternatively, if your question has been answered or your issue is resolved, click the "Mark as solved" button. This will notify the Contrast support team and switch the ticket status to solved.

Tracking defects and enhancements

If your ticket is passed to our Engineering or Product Management teams, we'll let you know through the support ticket and also provide the internal ID for tracking that issue.

The status of your support ticket will remain Open until the bug is resolved or the enhancement request is delivered or rejected. The Contrast ticket owner will keep you posted with any major developments, but you'll also be able to see a sub-status for the ticket along with the internal ID within the ticket details.

| | |
|-----------------------|------------------------|
| Assigned to | Simon Corlett |
| Id | #34198 |
| Group | Support Tickets |
| Status | open |
| Product Component | Platform |
| Main Product Category | Integrations |
| Integration Type | Jenkins |
| Jira Status | Feature in Development |
| JIRA Ticket # | PROD-1152 |

Ticket prioritization

Priority levels are primarily determined by the Impact of the issue. However, the urgency of a resolution to the customer is also taken into account, allowing for the priority of an issue to be increased if circumstances dictate it's necessary.

For full details of how tickets are prioritized, please see the accompanying document: [Contrast support services offering](#).

Support standards and Service Level Objectives (SLOs)

The Contrast technical support team will address reported issues based on the impact, urgency and the resulting priority as indicated below.

Priority 1 (P1)

For Priority 1 issues, Contrast will provide:

- An initial response within the first response time SLA defined in your purchased Contrast support offering.
- Subsequent follow ups as soon as possible but at least within four (4) hours.
- Contrast will make every commercially reasonable effort to resolve this issue in the shortest amount of time possible.
- If the issue remains unresolved after one (1) business day, or prior to that it becomes clear that the issue stems from a product defect, the sustaining engineering team will be engaged to assist.
- A resolution for the issue as soon as commercially feasible.

Priority 2 (P2)

For Priority 2 issues, Contrast will provide:

- An initial response within the first response time SLA defined in your purchased Contrast support offering.
- Subsequent follow ups as soon as possible but at least within one (1) day.
- A clear plan for issue identification/resolution will be provided as soon as possible.
- If the issue remains unresolved after two (2) business days, or prior to that it becomes clear that the issue stems from a product bug or deficiency, the sustaining engineering team will be engaged to assist.
- A resolution for the issue in the next available software release when commercially feasible.

Priority 3 (P3)

For Priority 3 issues, Contrast will provide:

- An initial response within the first response time SLA defined in your purchased Contrast support offering.
- Subsequent follow ups as soon as possible but at least within one (1) week.
- A resolution for the issue in a future software release when commercially feasible.

Scope and definition of technical support

Priority levels are primarily determined by the Impact of the issue. However, the urgency of a resolution to the customer is also taken into account, allowing for the priority of an issue to be increased if circumstances dictate it's necessary.

Definition of technical support

Contrast technical support aims to provide aid and assistance to users of Contrast products. The team is well qualified to answer questions, diagnose failures and troubleshoot problems. Although not a training organization, the technical support team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of Contrast, which requires knowledgeable administrators and end users.

Generally, technical support does not deploy or configure the Contrast solution, perform upgrades or provide customizations such as scripts that some end users create and run for various reasons. If it's determined that customizations and scripts are necessary in a particular deployment, the technical support team will look to engage the professional services team to determine next steps.

The technical support team concentrates on ensuring the product operates and performs to its published specifications, which by definition, does not include customizations.

The Contrast technical support team remotely accesses deployed Contrast systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

Scope of technical support

- Analyzing challenges that prevent the product from operating as it was designed and determining if the problem was a result of a defect or configuration error.
- Escalating and explaining discovered defects to the Contrast engineering team and updating the customer about the status of forthcoming patches.
- Pointing customers to general documentation related to their questions.
- Providing basic instructions to properly configure the product when the customer is unaware of how to configure Contrast to achieve a specific behavior.
- Receiving and understanding the customer's idea(s) and properly communicating these ideas to the Contrast product management team.
- Understand any challenges that the customer is trying to solve and provide best practices to get the most benefit from the product.

Maintenance and fixes

Problems that cannot be resolved directly by Contrast technical support will be escalated to the engineering team. All defects are reviewed by the Contrast support, engineering and product management organizations as part of a daily stand up meeting and/or as part of the regular product development process. The plan will be to address the issue in a future patch or periodic maintenance release or close if a fix is not required. Customers will be informed regarding the plan of action for reported defects. End-of-life policy and legacy support

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. This is part of any technology product's lifecycle. It is our goal to provide as much visibility into this process as possible. Contrast will provide prior notice before the "End of Life" (EOL) of any major software feature or major functionality.

Contrast encourages all customers to stay current with the latest version to take advantage of new enhancements and the latest functionality. Contrast Enterprise on Premise (EOP) TeamServer will be fully supported for **6 months** from its release date. Contrast agents are guaranteed to work with all new TeamServer releases for **12 months** from their release date. For SaaS customers, Contrast agents are supported for up to **12 months** from their release date.

Contrast will indefinitely support the latest version of an integration unless a rare notice for future deprecation comes out. If a new version comes out, the second to latest version will be supported for **12 months**.

Out of hours support

Contrast technical support maintains an on-call support engineer 24x7 in case of any P1 issues raised outside of normal business hours.

In order to alert the on-call support engineer, customers must open or update a support ticket via email, with the string **#CriticalSupport** in the body of the email. The support engineer will be in touch as soon as possible to assist further.

Feedback and escalations

At Contrast, we want to ensure that you're getting the most from our software and will endeavor to help in any way we can. As such, we love to hear how we're doing and how we can improve.

Support ticket feedback

Following each solved support ticket, you'll receive a follow up email which allows you to rate the service you received as either good or bad. Selecting either option will also give you the opportunity to expand on your selection.

Escalations

If at any time you aren't satisfied with the help you're receiving on your support ticket, please don't hesitate to reach out to our support escalation team who'll work with you to address your concerns:

supportescalations@contrastsecurity.com.