Hystax Support Policies

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Overview

At Hystax, 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 Hystax products. Our services are available during business hours and 24x7x365 for premium support plans, and English is the primary language of support. For assistance, you can either browse through our online resources or create a support case through Hystax Support Portal.

Hystax Support Service Offerings [1]

Hystax Support offers Business Critical Support. Each issue is unique and carries a different set of complexities and challenges. Hystax Support will make all reasonable efforts to provide a response within the assigned time frame. The following table gives a brief overview of Business Critical Support services.

Support type	Business Critical Support	
Priority	**Initial**	**Follow Up**
Critical	2 hours	6 hours
High	4 hours	12 hours
Medium	16 hours	24 hours
Low	24 hours	72 hours

Priority levels

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

Priority	Description
Critical	A business critical software component or a Hystax managed

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[1] Support portal and telephone support of tier 1 / 2 is provided by Hystax Regional Partner

	system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution.
High	Adversely impacting Production operations, but the production system is not down; product operates, but is seriously restricted.
Medium	A non-production issue; the majority of functions are still usable, a limited condition that can be readily circumvented.
Low	Minor issue or question that does not affect the product function, and can be readily circumvented. For example: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback.

Support Portal features

Hystax Support Portal provides time-saving tools to solve problems, answer questions, share documentation, and create a case. Hystax 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.

Create and track a case

Create, update, manage, and track your case online. For more information, see Case Submission.

How to get Support?

General Information

You can contact Hystax Technical Support in the following ways:
- Support Portal
- Email

Support Portal

By logging in to the Hystax Support Portal, you can submit a support case to review by Hystax support engineers. You can also browse the Hystax Knowledge and Forums to engage with the Hystax customers, partners, and experts.

Email Support

Hystax partner technical support is available during business hours to answer your questions. For information about Hystax technical support email address, see the Contact Us section on https://hystax.com/support/.

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.

Hystax Business hours

Hystax Inc. offices operate in different time zones and business hours cover 11pm - 12pm PST or 8am - 9pm CET time zone.

Contacts (11pm - 12pm PST or 8am - 9pm CET time zone)

https://hystax.com/support/
support@hystax.com