

Base Support

GSM MAVEN



Greenbone
Sustainable Resilience



- ✓ English support in Central European Time Zone (CET)
- ✓ Latest vulnerability tests
- ✓ Latest vulnerability information
- ✓ Software Upgrades and AddOn Tools

What is supported?

The GSM MAVEN as a virtual appliance is a member of the Greenbone Security Manager (GSM) family for vulnerability scanning and vulnerability management. This service level agreement "Base Support" describes the base support features available with a valid license key for a GSM MAVEN.

A GSM MAVEN consists of three combined elements:

The Virtual Appliance

Created by Greenbone, including updates and upgrades delivered via the Greenbone Security Feed.

The Greenbone OS

The appliance's operating system that includes the software engine for vulnerability scanning and management.

The Greenbone Security Feed

A regularly updated stream of tests that can detect vulnerabilities at network, system and application level. The feed delivers additional security controls plus current information on vulnerabilities and vendor advisories.

Support- and Reaction Times

English support is available workdays (Monday to Friday) between 9am and 5pm CET, with the exception of the following days: December 24 and December 31.

We will respond within the following times:

Support Level	Initial Reaction
Base Support	Within three working days

Support Services

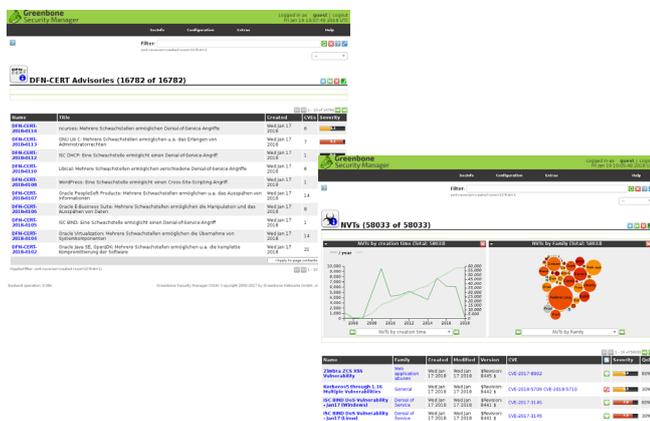
- ➔ Support Portal: <https://support.greenbone.net>
- ➔ Email support: support@greenbone.net
- ➔ Online information: <https://docs.greenbone.net/>
<https://community.greenbone.net/>
- ➔ Greenbone Security Feed updates
- ➔ Greenbone OS updates

Important License Terms

Greenbone Base Support is granted as long as the corresponding license for the GSM MAVEN is valid. Should a license expire, the purchase of a new license for the GSM MAVEN is required to guarantee a seamless continuation of base support.

It is not permitted to use the GSM MAVEN license key with any installation of Greenbone technology other than the one it was supplied with. This also includes integrations with products from other manufacturers. A violation would lead directly to the loss of the license.

Greenbone Networks GmbH - Neumarkt 12 - 49074 Osnabrück - Germany



The license grant and access to support is revoked and rendered invalid as soon as a user with highest administrative privileges performs actions on the Greenbone OS or changes the virtual hardware configuration. The Greenbone Support Team may grant explicit permission in writing to execute instructions with the highest privileges (a.k.a. 'root' privilege).