Security Manager

Platinum Support

Greenbone
Sustainable Resilience

- ☑ English and German support in the Central European Time Zone (CET)
- ☑ Full manufacturer's guarantee on hardware
- ☑ Latest vulnerability tests
- ☑ Latest vulnerability information
- ☑ Software-Upgrades and AddOn Tools

What is supported?

You have purchased a product of the Greenbone Security Manager (GSM) family. This is either a physical or a virtual appliance for vulnerability scanning and vulnerability management and a solution by Greenbone Networks GmbH.

A service level agreement "Platinum Support" requires and refers to a GSM and is represented by a subscription key per supported appliance. A subscription key and renewals of the key are to be purchased from an authorized reseller.
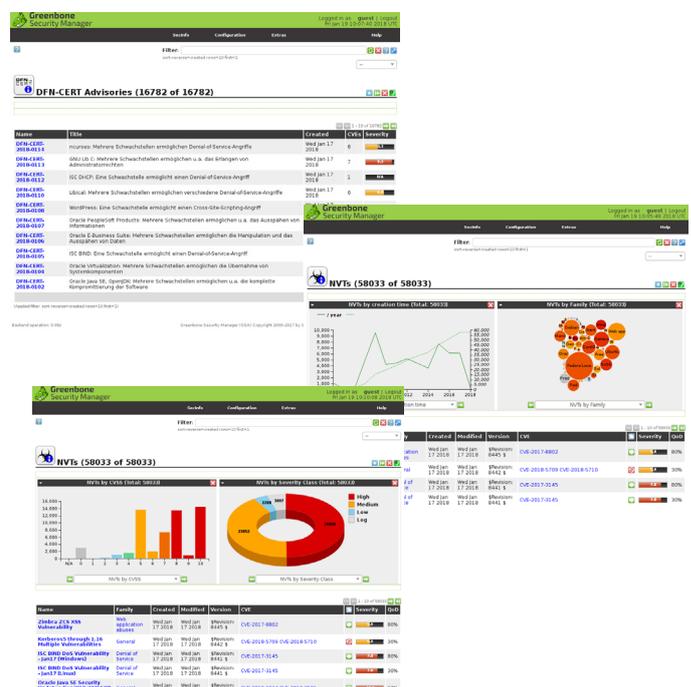
A GSM consists of:

Appliance:
Hardware or virtual machine, made by Greenbone.

Greenbone OS:
The appliance operation system includes software for vulnerability scanning and management.

Greenbone Security Feed:
The GSF is a regularly updated stream of check routines that can detect vulnerabilities at the systems and applications level. The feed delivers additional security controls plus current information on vulnerabilities and vendor advisories.

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Support- and Reaction Times

English and German 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
Platinum Support	Within one working day

Support Services

- Support Portal:
  https://support.greenbone.net

- Telephone hotline is manned workdays from 9am to 5pm
  +49 (0) 541 / 760278-30
  Email support: **support@greenbone.net**

- Online information:
  http://docs.greenbone.net/

- Comprehensive user manual

- Greenbone Security Feed updates

- Greenbone OS updates

- Extras: Greenbone software tools, web services and plug-ins

- Newsletter with the latest developments and modifications

- Exchange of defective hardware

Subscriptions

Greenbone Platinum Support for a GSM continues as long as a valid and active Platinum subscription for this GSM is maintained.

Should a subscription expire, a seamless continuation of the Platinum Support requires to aquire the renewal starting at the date of expiration. Customers who entered into a Service Level Agreement are not allowed to use the same access key with more than one GSM.

RMA Hardware Exchange

Customers may exchange hardware from a defective Greenbone appliance. Customers will be responsible for securing their own data; Greenbone will delete any remaining data, using state-of-the-art techniques, when disposing of the defective hardware.

In order to avoid shipping delays, it is recommended to purchase one stand-by device (without an active subscription) for every four devices.

Support Level	Exchange of defective hardware
Platinum Support	Immediate exchange as soon as components or non entire device become available and are sent. An interim device may be furnished in loan.

Target systems for the scanning or other systems that are coupled to the Greenbone Security Manager, but which are not made or provided by Greenbone are not subject of the Greenbone Platinum Support.

Entitlement for support is lost as soon as a user with highest administrative privileges performs actions on the Greenbone OS. Unless the Greenbone support has granted explicit permission writing or has issued instructions for execution with highest privileges.

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