



Support Center Handbook

Table of Contents

Welcome	3
Tanium's Support Center Objectives	3
Support Center Eligibility	4
Getting Started	5
Online Resources	5
Support Cases	6
Case Severity and Service Levels	6
Support Case Submission	7
Case Submission Form	7
Tracking Case Progress	8
Best Practices	9
Definitions	10

The information in this document is subject to change without notice. Further, the information provided in this document is provided "as is" and is believed to be accurate, but is presented without any warranty of any kind, express or implied, except as provided in Tanium's customer sales terms and conditions. Unless so otherwise provided, Tanium assumes no liability whatsoever, and in no event shall Tanium or its suppliers be liable for any indirect, special, consequential, or incidental damages, including without limitation, lost profits or loss or damage to data arising out of the use or inability to use this document, even if Tanium Inc. has been advised of the possibility of such damages.

Any IP addresses used in this document are not intended to be actual addresses. Any examples, command display output, network topology diagrams, and other figures included in this document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Please visit <https://docs.tanium.com> for the most current Tanium product documentation.

© 2021 Tanium Inc. All rights reserved. Tanium is a registered trademark of Tanium Inc. All other brands, products, or service names are or may be trademarks or service marks of their respective owners.

No part of the contents of this document or presentation may be reproduced or transmitted in any form or by any means without the written permission of Tanium

Welcome to the Tanium Support Center

Welcome

Welcome to the Support Center! Your trust in the Tanium platform is appreciated and it provides you with tools and solutions that enable your business to get the most value out of your investment. It is our goal to provide you with a world-class support experience. Tanium enables our customers through our Community site with its Knowledge Base, Best Practices, extensive tutorial videos, troubleshooting guides, Tanium documentation and Community discussion forums. Additionally, for those difficult to resolve solution issues, you are able to submit cases to our team of Support Technical Account Managers.

In this document, all the information you need to be successful in your interactions with the Tanium Support Center to ensure that your cases and inquiries are addressed with the requisite urgency and attention to detail they deserve can be found.

Tanium's Support Center Objectives

The primary objectives for the Tanium Support Center are designed to ensure a high level of customer satisfaction by:

- Resolving Tanium service interruptions quickly
- Providing a consistent point of contact for technical and support-related discussions
- Enabling customers to use the Tanium platform more effectively in their environment

As a standard, the Support Center offers:

- Resolution to service issues within the Tanium product:
 - This includes, but is not limited to:
 - Unexpected question results
 - Error messages
 - Reporting problems
 - Endpoint or server performance issues
 - Module or platform outages
- Answers to module or platform configuration questions

For questions or assistance around module or platform adoption, deployment, implementation or platform upgrades you are referred to our Enterprise Services Organization, which is able to provide you detailed information and quotes for these types of services.

For questions about purchasing or renewing existing Tanium modules or licenses, please contact your Tanium Sales or Tanium Partner Sales Representative.

Support Center Eligibility

To access all of Tanium's support resources, including the Support Center team, you are required to have a valid license and maintenance agreement, as applicable, in place. Without a valid license and maintenance agreement, access to support resources is limited to the provision of Enhancements. If you are unsure of the current status of your Tanium maintenance agreement, please reach out to your Tanium Sales or Tanium Partner Sales Representative. If your license and maintenance agreement with Tanium conflicts with any statement in the Support Center Handbook, the terms of your agreement with Tanium will apply.

Getting Started

During your purchase, you designated two points of contact within your organization to be the liaisons with the Support Center. These two individuals were granted permission to submit support cases to the Support Center. If you have not yet designated your two points of contact please email support@tanium.com with the following information for your two points of contact:

- Name (First Last)
- Company name
- Email address
- Phone number

Online Resources

You are always encouraged to try Tanium's comprehensive self-help resources on the Tanium Community site (<https://community.tanium.com/s/>) before reaching out to the Support Center team for assistance. At the Community site, you are able to search the following resources:

- Knowledge Base
- Best Practices
- Troubleshooting guides
- Tanium product documentation
- Community discussion forums
- Extensive tutorial videos

Support Cases

Case Severity and Service Levels

Level	Description	
Severity 1 - Critical	Standard Support 4 Business Hours	Premium Support 2 Hours
	A Severity 1 issue is characterized by the following: <ul style="list-style-type: none"> • An issue which renders Licensed Software inoperative or causes Licensed Software to fail catastrophically • An issue where Licensed Software causes business critical applications to malfunction 	
Severity 2 - High	Standard Support 8 Business Hours	Premium Support 4 Hours
	A Severity 2 issue is characterized by the following: <ul style="list-style-type: none"> • An Issue which substantially degrades the performance of Licensed Software or materially restricts use of the Licensed Software • Licensed Software experiences instability caused by frequent interruptions 	
Severity 3 - Medium	Standard Support 16 Business Hours	Premium Support 8 Hours
	A Severity 3 issue is characterized by the following: <ul style="list-style-type: none"> • An Error that causes only a minor impact on the performance of Licensed Software or Customer's use of Licensed Software • General usage questions regarding use of Licensed Software 	

Unless otherwise specified in your contract with Tanium, Standard business hours are defined as 7 am Pacific Standard Time to 7 pm Pacific Standard Time, Monday through Friday, excluding Tanium Holidays. (Hours shift to Pacific Daylight times between March and November.) The common language of support is English.

When you open a new support case, Support TAMs evaluate the severity of your issue using the Tanium Case Severity definitions above.

Support Case Submission

For service issues you have been unable to resolve using the Community site resources, you may want to submit a Support Case for Support Center team assistance.

From when a case is submitted, to the final resolution, the Support Center provides customer updates as new information and status updates become available. You have a single Support Technical Account Manager (Support TAM) as the primary contact throughout the life of your case.

On submission of a new case, you receive a confirmation email. Your new case is evaluated by a Support TAM, who determines if all needed information has been provided. You should expect an introductory email introducing your Support TAM, confirming your preferred contact method and availability, and requesting any additional information. When the Support TAM has all needed information, they begin working on the case.

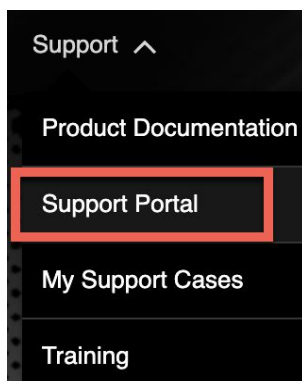
On occasion, it may be necessary to engage additional Tanium technical experts to resolve more complex issues, which may result in extended resolution time for your issue.

At the time of case resolution, you receive an email notification of the change in status. If you are not satisfied with a resolution, you may respond to the email within seven calendar days to re-open the case for further investigation.

Case Submission Form

To submit a new Support Case, please use the following instructions:

1. From the [Community homepage](#), click **Support** on the toolbar and then select **Support Portal**.



2. Sign in to the Support Portal, if not previously done.

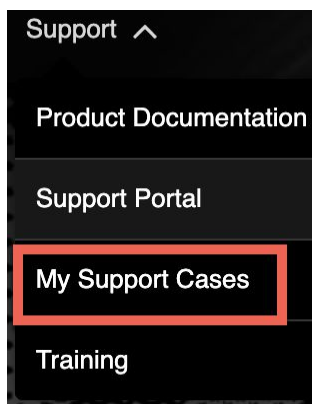
3. From the **Support Portal** in Tanium Community click **Create a Case**.
4. Please complete the Create a Case form on the Contact Tanium Support page. Please provide a clear, detailed description. If possible, provide steps to replicate the issue.

When the case is submitted, you will receive an email confirming the submission of the case that includes your case number and a link to the Community page where you may login and track your case's progress.

Tracking Case Progress

To track your case's progress throughout the case lifecycle use the following instructions:

- From the [Community homepage](#), click **Login**.
- Once logged in, click **Support**.
- From the drop down menu, select **My Support Cases** to view all your submitted cases.



The Support TAM that is working your case sends you a direct message and remains your point of contact throughout the lifecycle of your case. This Support TAM provides you timely updates on the progress of your case, however, if you have a question regarding the status of your case do not hesitate to contact this individual.

Best Practices

The Support Center would like to resolve your question or issue as quickly as possible. The following are considerations which expedite this process:

- Ensure you search the Tanium Community site for troubleshooting guidance prior to raising a Support Case with the Support Center; your issue may have a quick resolution without creating a case.
- Please provide as much evidence as possible (logs, screenshots etc.) to help with issue troubleshooting and diagnostics.
- If asked for a version number, please provide major and minor version (build) numbers. Sometimes replication in a lab environment is necessary to provide a short-term work around and ultimately a fix, so having the ability to replicate the issue would be helpful.
- If the case is a Severity 1 issue, Tanium will provide prompt attention within the Service Level Objectives. A key component of working these kinds of issues is the listing of at least one available point of contact to handle any questions there may be and to prevent delays.

Definitions

Term	Definition
Issue	Failure of the Licensed Software to perform in substantial accordance with the Documentation.
Fix	To repair or the replacement of object or executable code versions of Licensed Software to remedy an Issue.
Previous Sequential Release	At any time the release of Licensed Software that has been replaced by the then-current release of the same Licensed Software. Notwithstanding anything else, a Previous Sequential Release is supported by Tanium only for a period of three (3) months after release of the then-current release. For example, Tanium supports 1.0 for a period of three (3) months following release of 1.1.
Support Case	A Customer request made to the Tanium Support Center using the Tanium Community Support Center Case Submission Form.
Technical Support Contact” or “Point of Contact”	The person(s) designated by the customer that may contact Tanium for support.
Workaround	A change in the procedures followed or data supplied by Customer to avoid an Issue without substantially impairing Customer’s use of Licensed Software.