

# Delinea Support Policy

Increase the productivity of your IT staff with an extended team at Delinea determined to help you succeed and achieve a higher return on your investment.

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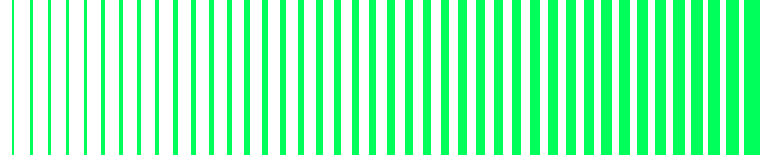
### 1. How to contact Delinea Support

The Delinea Support team is dedicated to providing knowledgeable and timely responses to your service requests. Online, email, and phone support are available to all customers as part of our commitment to ensure your success using Delinea solutions.

To access the Delinea Support online or email, follow the links in Table 1 by product or call us at any of the phone numbers shown.

For a Priority 1 issue or case escalation, contact Delinea support by phone at any of the numbers in Table 1. **Delinea will not guarantee Priority 1 response times for any cases opened via email or portal.**

Contacting Delinea Support	Delinea Products	
	Secret Server	
	Privilege Manager	
	Connection Manager	
	Account Lifecycle Manager	
	Database Access Controller	
	Privilege Behavior Analytics	
	Cloud Access Controller	
	Cloud Suite	
	Server Suite	
Online (preferred)	<a href="https://support.delinea.com/s/">https://support.delinea.com/s/</a>	
Email	<a href="mailto:support@delinea.com">support@delinea.com</a>	
Phone	<b>Region</b>	<b>Phone Numbers</b>
	Americas	+1 202 991 0540 (US) +1 669 445 5200 Option 2 (US) +1 877 531 7809 (US)
	EMEA	+44 20 3880 0017 (UK) +44 20 3490 0146 (UK) +49 69 6677 37597 (Germany)
	APAC	+61 3 8595 5827 (Australia) +63 2 231 3885 (Philippines) +64 9 887 4015 (New Zealand) +65 3157 0602 (Singapore)



### ✔ Phone

Customers contacting Delinea Support must be listed on their organization's account in addition to providing their account domain name (e.g., acme.com) when calling support. Additionally, an Account Security PIN will be required to be able to discuss the account or receive access to Technical Support Engineers.

### ✔ Email

To contact support by email, the following information is required for our CRM system to properly generate a case. A form will be automatically sent to the email of the originator requesting the information. The case will not be assigned to a representative until the form is returned. Once the form is returned, the SLA response time begins. In situations where the forms are not returned, the case 'in-hold' status will be closed at 24 hours of email receipt.

1. Company Name
2. Contact Name
3. Contact phone number
4. Product
5. Version
6. Detailed description of the problem

Note: the most effective method of opening a case is using the Customer Support Portal.

### ✔ Creating a Delinea Account

A Delinea account provides you access to our Community, Customer Support Portal, and other online resources. Contact your Sales or Customer Success Representative for assistance.

#### Delinea Support Languages

Support is provided remotely and does not include on-site assistance. Support is provided by phone, remote sessions, case comments and updates or email. **Our primary support language is English though we will make best effort to support customers in the languages below upon request.**

- German
- Mandarin
- Greek
- Spanish
- Hungarian
- Tagalog
- Japanese

## 2. Support Packages & Service Level Agreements (SLAs)

### ✔ Support Packages

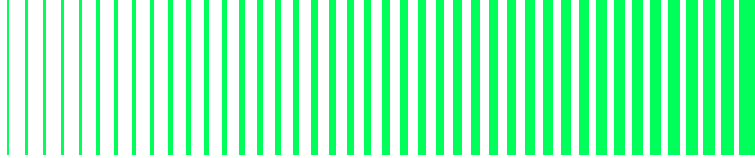
Delinea offers three customer support packages – Premium+, Premium, and Standard – to provide the right level of support to fit your organization's specific needs. Information about the support packages can be found at: <https://delinea.com/support/>

Please contact the Delinea Support Team or your Account Manager for any additional questions about these packages.

### ✔ Priority Levels & Response Times

The Delinea Support Team understands that you require a timely response to your requests. The following table defines the different priority levels, their descriptions, and the guaranteed response time for each level of support.





✔ **Standard Support**

This is for organizations that only require support during business days. As part of this support level, customers receive 12/5 support.

✔ **Premium Support**

This is for organizations that require 24/7 support for priorities 1 & 2 cases. Priorities 3, 4 and 5 receive business hour support.

✔ **Premium+ Support**

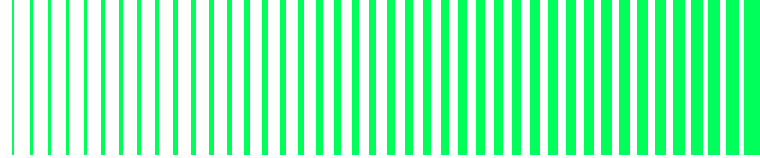
This is for organizations that require the same 24/7 support provided by the Premium support offering. The package offers additional value-based benefits as defined below:

- Enhanced SLA response times
- Technical Account Manager
- Access to Senior Technical Support Engineers for faster resolution
- Annual Operations Health check
- 5 Training seats per year

Table 2: Priority Level, Definitions and Response Times

Priority Level & Definitions	Examples	Standard Support Response Time	Premium Support Response Time	Premium+ Support Response Time
<b>1 – Severe Error</b> Production server(s) or other mission-critical system(s) are down, and no workaround is immediately available.	<ul style="list-style-type: none"> <li>• System down</li> <li>• All or a substantial portion of your mission-critical data is at significant risk of loss or corruption.</li> </ul>	2 Business Hours	1 Hour 24/7	1 Hour 24/7
<b>2 – Major functionality is severely impaired</b> Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A workaround is required.	<ul style="list-style-type: none"> <li>• Major system function is unavailable or degraded</li> <li>• Repeated failures</li> <li>• Error will create intolerable delays if not addressed</li> <li>• Issue has halted deployment of product</li> </ul>	6 Business Hours	4 Hour 24/7	2 Hours 24/7
<b>3 – Partial, non-critical loss of functionality</b> A problem that involves partial, non-critical loss of use of the software for production or development purposes.	<ul style="list-style-type: none"> <li>• Failure in a software component that is non-critical</li> <li>• Impaired operations of some components but use of software is possible</li> </ul>	8 Business Hours	6 Business Hours	4 Hours 24/7
<b>4 – General usage problem</b> There is no impact on production or other environments	<ul style="list-style-type: none"> <li>• General configuration or usage questions</li> <li>• Documentation errors</li> <li>• Cosmetic errors</li> </ul>	24 Business Hours	12 Business Hours	24 Hours 24/7
<b>5 – Feature request</b> There is no impact on production or other environments	<ul style="list-style-type: none"> <li>• Request for new general product functionality</li> </ul>	24 Business Hours	24 Business Hours	24 Business Hours





## ✔ Business Days and Hours

Business days are defined as Monday through Friday. For the Middle East, business days are Sunday through Thursday.

Business hours are defined by the location of the Delinea primary support offices as shown in the table below. For customers with a Standard support agreement, support occurs within a single region, where the agreement was originated but can be changed by making a request to Support Management.

Note: Standard support customers cannot select or acquire support across multiple regions. If require expanded coverage outside of their agreement region, contact your Account Manager to upgrade to a Premium support agreement.

Table 3: Regional Support Hours

Region	Hours
Americas (US)	8 a.m. – 8 p.m. Eastern
APAC (Philippines)	8 a.m. – 8 p.m. PHT
Europe & Africa (UK)	8 a.m. – 8 p.m. GMT
Phone	8 a.m. – 8 p.m. UAE (Sunday thru Thursday)

## ✔ Case Closure

Delinea Technical Support is committed to resolving all technical support inquiries in a timely and satisfactory manner. Due to the communicative nature of the troubleshooting process, it is necessary for the technical support engineer and the customer to participate in the process. When a support engineer or customer relations representative cannot successfully reach a customer via email or phone after three (3) attempts (both email and phone) over a minimum of three (3) business days or the customer has not notified Delinea of an out of office situation the case will be closed. Customers can contact Delinea support within ten business days and have the case re-opened.

## ✔ Re-Opening a Closed Case

If the same issue occurs within ten (10) business days, the case can be re-open by calling Delinea support and referencing the original case number. In these instances, the case will be assigned to the same representative or escalated if required.

Normal case closure occurs when:

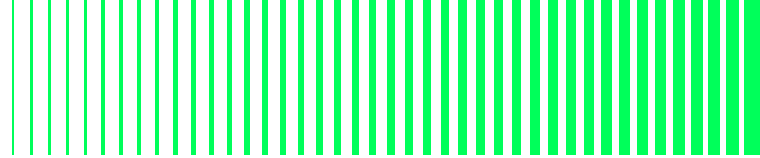
- The customer reports the issue is resolved and the case can be closed.
- Customer reports they no longer have the problem and agrees to close the case.
- An acceptable workaround has been provided.

## ✔ Escalation Procedures

Every issue is tracked from the time you contact us until we mutually agree that the issue has been resolved. Based on the priority of an issue, Delinea Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution.

If you are not satisfied with the responsiveness of our Support staff, the issue can be escalated by reaching out to your Technical Account Manager (if applicable), via the Support Portal, or by calling our hotline and requesting to speak with a manager. All escalations via our Support Portal are acknowledged within 24 business hours with a clear status and resolution plan.





### ✔ Product Updates

Product updates are included with all our support packages during the term of the maintenance contract for all Delinea product licenses and covered by maintenance.

### ✔ Resolution Times

Due to the complexity and variables outside the control of Delinea that exist within an environment, we cannot guarantee a time to resolution. Delinea will use best efforts as defined in the table below.

Severity Level	Resolution Times
Severity 1 (critical)	· Delinea will use its best efforts to provide a workaround within 4 hours.
Severity 2	· Delinea will use its best efforts to provide a workaround within 2 business days.
Severity 3	· Delinea will use its best efforts to provide a workaround within 7 business days.
Severity 4	· Normally feature request and evaluated by product management – no timeline guaranteed

## 3. Scope of Support

The Delinea support agreement is limited to investigating Delinea product behavior to determine any of the following:

- Answer questions related to product features, options, and limitations.
- Isolate, document, and find workarounds for reported software defects.
- Work with the engineering team to provide product fixes.
- Supply customers with general advice and best practices information regarding Delinea products.

While Delinea products work with many third-party operating systems and applications, such as Microsoft, Red Hat, Postgres, Samba, etc., we recommend customers have a support contract with such vendors. Delinea Technical Support will provide best effort when working with third-party software.

Activities such as, but not limited to, assistance with setup and configuration or customization of Delinea products and integration are also not covered under this agreement. Some of these activities may be possible with a paid Professional Services engagement.

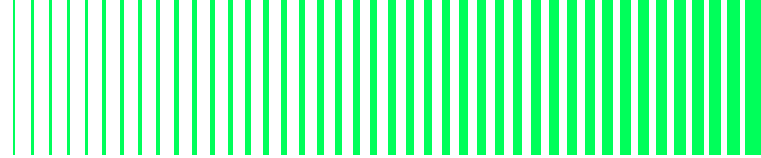
## 4. Product & Support Lifecycle Policies

The Delinea Product and System Support Lifecycle Policies are designed to provide customers with a clear understanding of the type and duration of support they can expect for licensed Delinea solutions. We continually monitor customer needs and review industry advancements to focus our attention on providing quality service.

Technical Support will use industry acceptable guidelines to work on and resolve issues in versions no longer supported by development. If it is determined to be a bug, previously resolved or new, an upgrade to the version with the fix will be required.

- **Current Release** – The latest Generally Available (GA) release
- **Minor Release** – A release primarily focused on bug fixes and lighter on new features.





Code fixes for the last major release and through the subsequent minor releases (excluding the current release) will be strictly limited to:

- Bug fixes (Critical severity)
- Security updates

No new features will be backported to a previous release.

### Life Cycle Policy for Delinea Products

This policy applies to all Delinea’s on-premises/private cloud products as well as locally installed software agents and connectors that interact with the SaaS products.

Table 4: Life Cycle Product Table

Product Name	Support Level	Supported Lifecycle for a Minor Release*
Cloud Suite	First release of a calendar year (ex. 20.1, 21.1)	12 Months
Server Suite	Every release in the calendar year	36 Months
Secret Server	Every release in the calendar year	12 Months
Privilege Manager	Every release in the calendar year	12 Months
Connection Manager	Every release in the calendar year	12 Months

For Centrify Cloud components such as Centrify Connector Gateway, Centrify Browser Extension, and Centrify Mobile App only support current and prior two releases.

Customers with support needs beyond the end of support timeframes can request a custom agreement for “Sustaining Support” from Delinea.

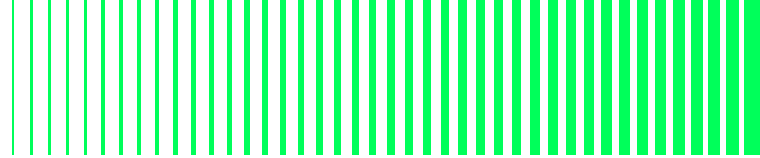
Table 5: Support and Maintenance Coverage

	Regular Support	Sustaining Support
Time Frame	Until the end of support	As per custom contract
Phone/Email/Web Support	Yes	Yes
Bug Fixes*	Yes	No
Workarounds (if Applicable)	Yes	Yes
Is Product Available on Download Center?	Yes	No
Support Agreement Required	Yes	Custom

\*Bug Fixes are fixes for specific issues or defects provided to customers on an as-needed basis. Bug Fixes are usually verified by the customer in their environment and then incorporated into a future release.

For Sustaining Support, if the bug is fixed in a newer version of the product, the customer will be required to upgrade to that version. Otherwise, any additional bug fixes will be provided in either the next version of the product or as a hotfix to the current release of the product, and then incorporated into the next version of the product moving forward.





## Lifecycle Policy for Delinea Support of Operating Systems

Delinea supports its products across a broad range of UNIX, Linux, and Windows operating systems as listed on the [system requirements for each product] (the online list of supported platforms is the most accurate list of supported platforms) as a result of Delinea's Quality Assurance program.

Older versions of operating systems no longer supported by the vendor will not be tested or supported by Delinea.

New versions of operating systems, currently supported by Delinea, will typically be added within two feature releases of the corresponding Delinea product. Support for a new processor type will be determined based on customer demand and market needs.

If there are any issues using Delinea solutions on a newer version of a supported operating system, please contact Delinea Support for assistance. Though they are not on the officially supported list, many times these new operating systems will work. If you have issues, Delinea wants to work with you to resolve them.

## 5. Product Security Policies

Delinea product development practices expressly prohibit any intentional behaviors or product features designed to allow unauthorized device or network access, exposure of sensitive device information, or bypassing security features or restrictions. These include, but are not limited to the following:

- Undisclosed device access methods or "backdoors"
- Hardcoded or undocumented account credentials
- Covert communication channels
- Undocumented traffic diversion

Delinea treats such product behaviors to be serious vulnerabilities. Delinea will address any issues of this nature with the highest priority and encourages all parties to report suspected vulnerabilities by opening a Support case for immediate investigation.

### Assessing Security Risk – Common Vulnerability Scoring System (CVSS)

Delinea uses CVSS as part of our standard process for evaluating reported potential vulnerabilities in our products, and to determine which vulnerabilities warrant a Security Advisory or other types of publication.

The CVSS model uses three distinct measurements or scores that include base, temporal, and environmental calculations. Delinea provides an evaluation of the base and temporal vulnerability scores, and end-users are encouraged to compute the environmental score based on their network parameters. The combination of all three scores should be considered the final score, which represents a moment in time and is tailored to a specific environment. Organizations are advised to use this final score to prioritize responses in their environments.

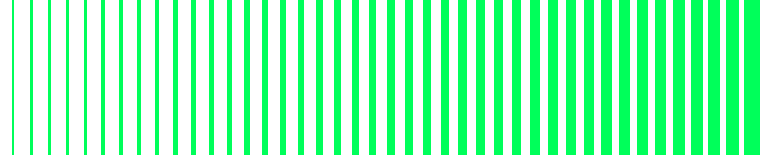
Delinea uses the following CVSS guidelines when determining which security level will be assigned to a particular vulnerability:

- Critical – CVSS Base Score 9.0 - 10.0
- Medium – CVSS Base Score of 4.0 - 6.9
- High – CVSS Base Score of 7.0 - 8.9
- Low – CVSS Base Score of 0.1 - 3.9

Delinea reserves the right to deviate from this scoring on an exception basis if additional factors are not properly captured in the CVSS score.

If there is a security issue with a third-party software component that is used in a Delinea product, Delinea will typically use the CVSS score provided by the component creator. In some cases, Delinea may adjust the CVSS score to reflect the impact on the Delinea product.





## Vulnerability Disclosure and Remediation Policy

For critical (CVSS rating 9.0-10.0) and high (CVSS rating 7.0-8.9) security vulnerabilities, Delinea will issue security bulletins to customers' Support Portal contacts or individuals who have subscribed to Delinea Product Security Advisories. A notification will be sent when the issue has been investigated and remediation is available. Delinea will release an update to the latest General Availability (GA) version of the product and the fix will also be incorporated into future releases.

Delinea product documentation also contain a list of security issues addressed in a release. For product release notes, click here: <https://docs.delinea.com/products>

Delinea monitors CERT (Computer Emergency Readiness Team - <https://us-cert.cisa.gov/>) advisories and assesses the impact of such advisories on third-party and open-source code incorporated into Delinea products. Where an advisory relates to source code incorporated into a Delinea product, referred to as Delinea Security Advisory, Delinea will create a vulnerability notice, post it on its Support Portal, and notify all customers who have opted in for email updates of such advisory.

If the issue is deemed critical, a fix will be created and will be included in a full release of the Delinea product. Customers will be notified upon release availability.

## Reporting a Suspected Security Vulnerability

If a customer discovers a vulnerability that affects the security, confidentiality, privacy, integrity, and/or the availability of the service, software, or data, they are to immediately contact Delinea and provide the pertinent details required to recreate the vulnerability. The Delinea Information Security team may reach out to the reporting customer to gather additional details required to recreate the vulnerability. If a vulnerability is confirmed, then the "Delinea Vulnerability Disclosure and Remediation Policy" will take effect immediately. To report a security issue, please contact Delinea Support.

## 6. Delinea Cloud Service Maintenance

Delinea will notify customers in advance of the Cloud Service Maintenance via the trust notifications. Customers need to subscribe on the respective cloud service status page to receive notifications.

**Thycotic cloud service status:** <https://status.thycotic.com/>

**Centrify cloud service status:** <https://uptime.centrify.com>

It may be necessary for Delinea to perform Cloud Service Maintenance outside the specified timing for emergency fixes. Delinea will make every effort to notify customers in advance (24 hours) of these emergency fixes.

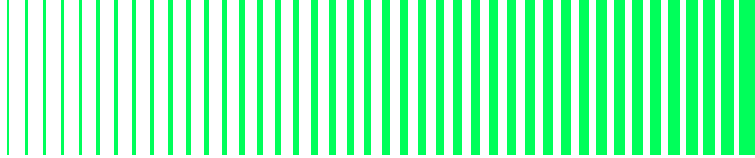
**Due to evolving technology, updates and changes are periodically necessary to improve our reliability and uptime. Delinea will take all necessary measures to avoid downtime.**

## 7. Data Breach Response

Please refer to [Delinea Data Processing Addendum \(DPA\)](#)







## Support Policy Change History

27 Sept 2022

- Update to Online (preferred) link to <https://support.delinea.com/s/>, Section 1. How to Contact Delinea Support
- Updated Centrify cloud service status, Section 6. Delinea Cloud Service Maintenance
- Added reference to [Delinea DPA](#) for data breach information



## Delinea

Delinea is a leading provider of privileged access management (PAM) solutions that make security seamless for the modern, hybrid enterprise. Our solutions empower organizations to secure critical data, devices, code, and cloud infrastructure to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide. [delinea.com](https://delinea.com)