



TECHNICAL SUPPORT GUIDE

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Overview

Purpose of this document

The Tenable Technical Support Guide is designed to assist you as a Tenable customer. It is a reference for the support tools and resources to help you accelerate the ROI from our Tenable products and services to your projects. This Guide describes what you can expect from Tenable and suggests practices that best ensure your success. This Guide is not a legally binding document and is for informational purposes only. Tenable reserves the right to make updates and changes to this Guide in its reasonable discretion.

Tenable Technical Support Team

The Tenable Technical Support team is highly skilled on Tenable products and understands customer needs.

Technical Support Engineer

The Technical Support Engineer (TSE) or Premier TSE will answer your technical questions, design workarounds, and resolve issues. Technical Support Engineers have a varied background in fields such as systems administration, network administration, and enterprise software support. Premier TSEs are Tier II engineers available as part of our optional Premier Support offering.

Technical Support Manager

The Technical Support Manager ensures the delivery of support to Tenable's customers exceeds prescribed Response Times.

Optional - Elite Support Offerings:

Elite Technical Support Engineer

The Elite Technical Support Engineer is a named senior engineer available to the customer during regular business hours. They provide pro-active support and escalation management.

Dedicated Technical Support Engineer

The Dedicated Technical Support Engineer is a named senior engineer who is 100% dedicated to the customer, full-time, during regular business hours. They open, close, manage, and fix all Tenable cases.

Getting Started With Tenable Technical Support

As a customer with Tenable Technical Support, you are entitled to ten (10) authorized technical support contacts who may: contact Technical Support, create cases, and manage company cases. The authorized contacts must be specific named individuals. We do not allow the use of email aliases or groups as authorized contacts.

All company contacts may search our knowledge base, review product documentation, and download software updates.

Technical Support Centers

Technical Support Centers are in the following locations:



Each Support Center is fully staffed with:

- Technical Support Engineers representing each Support Offering
- Regional leadership
- Other support staff

ONLINE RESOURCES

- All technical support reference materials may be found on our Tenable Community: <https://community.tenable.com>
- Support Knowledge Base: Search, access, and view solutions in Tenable's Knowledge Base

TENABLE COMMUNITY

The Tenable Community is an easy-to-use, integrated web support tool that provides personalized, comprehensive self-help resources. Through the Tenable Community, you can:

- Search and browse Tenable's knowledgebase
- Create and manage Support cases
- Download product updates
- Subscribe to receive alerts, product news, release notes, and other notifications.

Tenable recommends that Primary Contacts register for the Tenable Community immediately after receiving their welcome email from Tenable.

Roles and Responsibilities

Role	Description
Customer	<ul style="list-style-type: none"> ● Review training materials provided on Tenable University and Community Knowledge Base. ● Communicate business impacts of any technical issues appropriately. ● Provide information reasonably requested by Tenable such as product logs, diagnostic files, debug data, packet captures as needed. ● Provide timely responses to requests for information, files, and follow-up calls. ● Engage internal technical and management resources appropriately. ● Have internet access to join web meetings and share applications and desktops.
Tenable Technical Support Engineer (TSE)	<ul style="list-style-type: none"> ● Understand the business impact of the customer's issue. ● Provide technical expertise related to Tenable products and solutions. ● Troubleshoot and resolve the customer's issue. ● Provide status updates through the resolution process.
Tenable Technical Support Manager	<ul style="list-style-type: none"> ● Ensure the highest degree of technical know-how in Technical Support. ● Keep apprised of critical customer issues.
Tenable Customer Success Manager (CSM)	<ul style="list-style-type: none"> ● Understand customer requirements. ● Recommend solutions with Tenable technology that meet requirements.

Product Documentation and Knowledge Base

- The Tenable Documentation Center can be found here:
 - <https://docs.tenable.com/>
- Visit our Knowledge Base found at the Tenable Community:
 - <https://community.tenable.com/>
- Empower your security team with the product knowledge they need to maximize the value of your solution. Through our on-demand courses and virtual or on-site instructor-led courses, we can ensure your practitioners are prepared to achieve your security goals. Visit our Education site here:
 - <https://www.tenable.com/education>

Opening a Case

If you are unable to find a solution to your issue after searching the Product Documentation and Knowledge Base, you can create a support case using one of the following methods:

- By calling Technical Support - Local Toll Free and Direct phone numbers can be found here:
 - <https://www.tenable.com/support/technical-support#contact-support>
 - **Inbound phone support is reserved for Advanced, Premier, and Elite Customers.**
- Contact Technical Support via the Tenable Community:
 - <https://community.tenable.com>
 - Create a case by visiting My Cases > New Case ([How To Guide](#))
 - Initiating a Live Chat with one of our TSEs from the My Cases page ([Best Practices](#))

Priority Level

When submitting a case, you will be asked for the Priority Level. The TSE will evaluate the case, compare it to the Descriptions listed below, and may change the priority of the case based on their discretion.

Technical Support also has a Knowledge Base article which lists example issues for each priority level:

[Technical Support Case Priorities](#)

Technical Priority	Description
P1 - Critical	Product functionality completely degraded – critical impact to business operation
P2 - High	Product functionality severely degraded – severe impact to business operations
P3 - Medium	General errors/issues – product impaired however business operations remain functional
P4 - Informational	Basic information or assistance with Tenable products – little to no impact on business operations

Case Information Required

Getting pertinent information about your case up front reduces the back-and-forth communication and significantly shortens the time it takes to resolve an issue.

When opening a case, please be prepared with the following information:

- Name, Name of Organization and Tenable Customer ID
- Business Impact and context, including any project schedules that are at risk
- Product
- Priority
- Screenshots, logs, and/or diagnostic files
- Was it working before? When did it stop? What, if anything, has changed?
- What error messages are received?
- When and how often does the problem occur?

At any time, Technical Support may require specific information pertaining to any of the above items or others that are unlisted. It is typical for Technical Support to ask to see these or speak with customer resources in order to rule out any known issues.

Initial Response Time and Next Steps

When creating a support case, expect initial contact within the following targeted response times by a TSE. See the following:

<https://www.tenable.com/support/technical-support/plans>

Once a case is created, you will receive email confirmation and a TSE will be assigned. TSEs are highly skilled technical experts in Tenable technology and on best practices in complex environments. The TSE will verify business impact, severity of the issue, and technical problem. The TSE will work to troubleshoot/isolate the problem, and potentially reproduce the behavior.

It is critical that customers support Technical Support during this process. Please see the [Roles and Responsibilities](#) section for more information on customer and TSE responsibilities.

Video Conferencing Options

Tenable uses Zoom Video Communications for video conferencing when needed. The need for a Zoom meeting is at the sole discretion of Technical Support. Technical Support, when necessary, will schedule 30 minutes for a remote session with an agenda defined in advance. Real time analysis of support case data will occur after Zoom meetings. Remote sessions will be rescheduled if failure to attend or arriving more than 5 minutes after the scheduled start of the meeting.

Tracking a Support Case

Once a case is opened, you can view the status of your case, current case notes, attachments, and other details on the Tenable Community. Case statuses include:

Status	Description
New	This is the default status for all newly created cases.
On Hold	A customer has specifically requested that a case be tabled due to an issue unrelated to the support case in question.
Pending Customer	Technical Support has requested information or follow up from the customer.
Customer Updated	The customer has updated a support case, and it is pending review by a TSE.
Working	A TSE has reviewed the customer's update and is actively working on the case. The TSE may be working with other internal stakeholders
Pending Engineering	Case is awaiting feedback from Tenable's development team.
Pending Support	Feedback has been received from Tenable's development team and is pending review by a TSE.
Pending Close	Technical Support believes a case has been resolved, but has not received confirmation from the customer. The case will close automatically after 4 days if the customer has not confirmed this.
Closed	The case is believed to be resolved and may be re-opened within 3 days.

Case Resolution

A case is resolved with:

- Documentation of product behavior
- An acceptable workaround
- A software update or patch
- An upgrade
- A fix to product documentation

Closing a Case

A case is closed upon customer confirmation of the resolution or lack of response over a period of time. A workaround or interim solution may be applied and the status also changed to Closed, with consent of the customer. In only very rare circumstances (e.g. unresponsiveness, unprofessionalism) will Tenable close a case without customer consent. Case context is preserved, and closed cases may be re-opened within 3 days.

Escalation Management

An escalation elevates the urgency level of a situation to minimize the business impact. A case, or set of cases, may be escalated to receive more resources and management attention. An escalation may be requested by the customer or initiated by Tenable. If you would like to escalate an issue, or are unsatisfied with the handling of your case, you can request to speak with a Technical Support Manager and/or contact your Customer Success Manager (CSM) at any time.

Scope of Support

Tenable Technical Support is responsible for handling any technical problems that prevents customers from using the Tenable Products as designed.

Tenable Technical Support does not provide help with certain issues, including but not limited to the following:

- Issues with regard to custom code, such as:
 - Writing custom plugins for Tenable products
 - Writing custom audit files or customized audit checks
 - Writing API scripts or any type of script that interacts with Tenable products
 - Support for custom code written by Tenable's Professional Services (PS) group
 - Refer to your Statement of Work for support provided for work done by PS
- Direct system or software administration of any systems on a customer's network or that a customer may be responsible for in some way, such as:
 - Hardware/software/virtual machine configuration changes
 - Administration of third-party software integrated with Tenable products
 - Taking remote control of a client system during an application or desktop sharing session
 - Troubleshooting customer network and / or environmental issues causing problems with Tenable product functionality
- Creating custom reports
- Providing event or threat analysis beyond the details provided in Tenable plugin results

- Providing vulnerability mitigation options beyond those provided in the “Solution” section of Tenable plugin results
- Guarantees that mitigating a vulnerability found with a Tenable product will render a customer immune to vulnerability attacks
- Direct announcements about new products/releases
 - See the Tenable Community *Product Announcements* group for updates
- Managing Tenable products:
 - Installation, deployment, upgrade, migration, and configuration tasks
 - Connectivity, network, and environmental issues with or between Tenable products
- Vulnerability scanning with respect to:
 - Credentialed, Uncredentialed, Web Application, Mobile Device, Compliance, and PCI ASV Scanning
- False Positive / False Negative vulnerability analysis
- Entering, updating, and providing status updates for Feature Requests
- Third-party product integration questions
- Account and Contact Management:
 - Adding or Changing account contacts and permissions
 - Community and Support Portal Access
- Tenable product license administration:
 - Hostname changes
 - Activation code resets
 - Changing access to product licenses
- Single Sign-On / SAML Configuration or deployment at the identity provider (IdP) level
- Configuring, deploying, or tuning of Tenable.io Web App Scanning (WAS)
- Product Education, Enablement, and Training

Environmental Issues

The determination of ‘Environmental’ occurs when there are indications that a reported product behavior is occurring due to conditions at the customer’s site, which are in some way keeping the product from running and performing as intended by Tenable. Environmental issues are considered Out of Scope for Tenable Technical Support

On such occasions, this determination will have the tendency to gray the lines of responsibilities and expectations regarding necessary steps to move the issue forward to resolution. Both Tenable and Customers have specific responsibilities related to the diagnosis and resolution of Environmental Issues.

A detailed explanation of Environmental Issues and related information can be found [here](#).

Tenable Software Product Lifecycle Policy

For details regarding the Tenable software lifecycle, such as definitions for GA (General Availability), End of Life (EOL), and others, see the [Tenable Product Lifecycle Policy](#).

Tenable Technical Support Plans

For details regarding our Technical Support plans, including an outline of the differences and advantages of our higher Support offerings, see the [Technical Support page](#) on Tenable's website.