



CONNECTWISE

## Support Documentation for ConnectWise/Axcient Partners Only

ConnectWise offers Standard Technical (Tier 1) Support if you have purchased licenses for Axcient (X360Recover, X360Cloud, and X360Sync) products through ConnectWise, but not subscribe to the Co-Managed offering, whether with or without NOC services.

### How to contact Support –

To request support, kindly send an email to [AxcientTier1@ConnectWise.com](mailto:AxcientTier1@ConnectWise.com)

Including the following details:

1. Problem Statement: Issue or problem summary.
2. Problem Description: Provide a brief overview of the issue or problem, along with your expectations for support.
3. Environment or protected machine details

### Note –

Upon receipt of this email, a case will be automatically generated with the ConnectWise BCDR support team. You will subsequently receive an automated acknowledgment containing the relevant ticket details. Our team of dedicated Axcient certified support experts is available 24/7 to offer assistance and guide you through the resolution process. For any further correspondence regarding your case, we request that you use the acknowledgment email generated by the system to prevent the creation of duplicate cases.

### Statement of Work -

ConnectWise will provide assistance to partners for the following incidents as part of the Standard Technical Support:

- Instances of licensing errors.
- Incidents related to BDR (Backup and Disaster Recovery) appliance and Vault functionality.
- Incidents related to x360Cloud and x360Sync functionalities.
- Failures in deploying Backup Agent, x360Sync Clients.
- Errors occurring during the seed process.
- Errors encountered during migration (D2C to BDR and vice versa).
- Backup failures for x360Recover and x360Cloud
- Auto Verify Errors, Replication failures, Restoration failures.
- Errors in Disaster Recovery for BDR and/or Virtual Office.
- General queries.

The responsibility for product installation, setup, and configuration lies with the partner, and the following services are not included in the Standard Technical support offerings.



- BDR Appliance and Vault Installation
- Backup Agent Installation.
- Configuring Backup Policies.
- Migration Tasks (D2C to BDR and vice versa).
- Infrastructure/Server setup/administration activities: setting up 3rd party software, configuring virtual environment, configuring OS (initial setup, firewall, network, performance tuning, etc.), installing updates, monitoring resources/free space.
- BDR Appliance, Vault Appliance and Backup Agent upgrades.
- Any third-party applications.
- x360Cloud and x360Sync configuration and setup
- x360Sync client installation.

**Initial Response Service Level Objectives -**

<b>Level of Severity</b>	<b>Description of Severity</b>	<b>Characteristics</b>	<b>Initial Response SLO</b>
<b>Severity 1</b>	A significant business-impacting issue that interferes with normal business operations	<ul style="list-style-type: none"> <li>• Complete service outage</li> <li>• Total service impact; unable to conduct business</li> <li>• Server down restores, or server down virtualizations of backups</li> </ul>	< 60 minutes
<b>Severity 2</b>	A business-impacting issue that does not affect normal business operations	<ul style="list-style-type: none"> <li>• Non-major restores operations</li> <li>• Backups repeatedly failing, appliance or vault down</li> <li>• Slow file syncing</li> </ul>	< 4 business hours
<b>Severity 3</b>	All other issues	<ul style="list-style-type: none"> <li>• System performance for non-production applications are experiencing slowness, although the system itself remains accessible.</li> <li>• There is an observable impact on monitoring and backup processes as well.</li> </ul>	< 1 business day
<b>Severity 4</b>	Issues designated by the partner as low priority, such as minor feature requests	<ul style="list-style-type: none"> <li>• General Questions</li> <li>• Feature Request</li> </ul>	< 2 business days



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**How to escalate the case –**

If the support team's responses are not meeting your expectations, you have the option to escalate the issue to the Partner Care team at [partnercare@connectwise.com](mailto:partnercare@connectwise.com). Alternatively, you can also contact BCDR support leadership by phone at 914-219-1881. Please note to have your reference ticket ID readily available when reaching out to Partner Care or BCDR Leadership.