



CONNECTWISE

Support Documentation for ConnectWise/Veeam Partners Only

ConnectWise offers Standard Technical (Tier 1) Support if you have purchased licenses for Veeam product 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 Veeamtier1@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 Veeam 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:

- Veeam General Support: Partner can get support related general questions about Veeam Solution.
- ConnectWise Products and Veeam Integration break-fix
- Veeam Infrastructure Upgrade failure: Support for Veeam Agents, Management Agents, Applying Patches, Uninstalling Agents failures and break-fix
- Veeam Infrastructure Break-Fix: Support for Veeam Infrastructure related incidents and breakfix
- Veeam Job Failures Break-Fix: Backup, Backup Copy Job, Replication Job, and other Job Break-Fix
- Restoration, Virtualization and BMR break-Fix: File and Folder Restore, Application Restore, Local / Cloud Virtualization (Test / Production), BMR
- Cloud DR Failure: Cloud DR Failure and Break-Fix



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Please note before contacting to ConnectWise Support, the Partner is required to perform the following tasks (but not limited to):

- Verifying and configuring the customer's Veeam environment, including system health, network, and firewalls.
- Conducting basic troubleshooting for failed jobs.
- Refer to the following online resources
 - Veeam R&D Forums
 - [Knowledge Base](#)
 - [Technical Documentation](#)

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.

- Veeam Infrastructure Installation
- Backup Agent and management agent Installation.
- Configuring Backup and other Jobs.
- Migration Tasks (One Veeam Infrastructure to other and vice versa).
- Disaster Recover Configuration and setup.
- Installing Patches and updates.
- Configuring and Performing any DR and restoration tasks.
- Any third-party applications.

Initial Response Service Level Objectives -

Level of Severity	Description of Severity	Characteristics	Initial Response SLO
Severity 1	<ul style="list-style-type: none">• A business-critical software component or a Veeam managed system is inoperable or unavailable.• Production system is down; or there is an emergency condition.• Requires an immediate workaround or solution.	Excessive abnormal terminations impacting all monitoring, backups and schedules or a down/ offline production system cannot be restored; application or system failure caused by Veeam product.	1 Hour
Severity 2	<ul style="list-style-type: none">• Adversely impacting Production operations, but the production system is not down.• Product operates but is seriously restricted.	Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.	3 Hours
Severity 3	<ul style="list-style-type: none">• A non-production issues.	Non-production application response times or system performance are slow, system is	6 Hours



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	<ul style="list-style-type: none">The majority of functions are still usable, a limited condition that can be readily circumvented.	available. Some monitoring or backups are impacted.	
Severity 4	Minor issue or question that does not affect the product function, and can be readily circumvented	“How to” questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback.	8 Hours

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. 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.