CrashPlan for Small Business support policy

Overview

This article explains how to get support for CrashPlan for Small Business from Code42.

If you use one of the Code42 enterprise products, see our Code42 enterprise support policy (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy).

How to contact us for CrashPlan for Small Business support

<table>
<thead>
<tr>
<th>Contact method</th>
<th>Hours</th>
</tr>
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<tbody>
<tr>
<td>Chat now (<a href="https://helpdesk.code42.com">https://helpdesk.code42.com</a>)</td>
<td>Monday to Friday, 8:00 a.m. to 5:00 p.m. US CST</td>
</tr>
<tr>
<td>• Submit a ticket (<a href="https://helpdesk.code42.com/hc/en-us/requests/new">https://helpdesk.code42.com/hc/en-us/requests/new</a>)</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>• Check the status of a ticket (<a href="https://helpdesk.code42.com/requests">https://helpdesk.code42.com/requests</a>)</td>
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Web support

Use our online ticketing system to submit a ticket (https://helpdesk.code42.com/hc/en-us/requests/new) or check the status of an existing ticket (https://helpdesk.code42.com/requests). To check an existing request, you must create an account.
To diagnose your issue as quickly as possible, include the following information in your request:

- **Product name** (CrashPlan for Small Business)
- **Operating system** and version
- **Software version** of the Code42 app ([https://support.code42.com/CrashPlan/Identify_version](https://support.code42.com/CrashPlan/Identify_version))
- **Computer ID** ([GUID](https://support.code42.com/CrashPlan/6/Configuring/Computer_identities_how_they_work#Where_is_my_computer_identity.3F)) of affected devices
- **Logs** from the Code42 app ([https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Send_CrashPlan_for_Small_Business_log_files_to_support](https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Send_CrashPlan_for_Small_Business_log_files_to_support))
- **Email address** (or username) of affected user accounts
- **Detailed description** of the question or problem
- **Screenshots** of relevant settings or error messages
- **Cloud backup destinations** that you use (CrashPlan Central or the Code42 cloud)

**Chat support**

We also offer the opportunity to chat directly with a Customer Champion. Click the [Chat now link above](https://support.code42.com/CrashPlan/Consumer_atlas/Chat_now).

**How we handle support requests**

Our Customer Champions actively monitor and triage incoming support requests. Tickets are addressed according to priority of the issue.

Customer Champions try to update tickets at least once every business day. Depending on the priority, responses may be made more frequently.

**Support priority levels**

Here is how our Customer Champions determine priority when prioritizing support tickets:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
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</table>
| Urgent         | You cannot reasonably continue your work. You experience a complete loss of service and/or encounter one of the following scenarios:  
- Inability to restore from backup  
- Inability to renew your account  
- Account has expired |
<table>
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<tr>
<td>High</td>
<td>You experience a severe loss of service. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected and there is no temporary workaround.</td>
</tr>
<tr>
<td>Normal</td>
<td>You experience a minor loss of service, which results in a partial, non-critical loss of functionality of the software. The impact is an inconvenience, which may require a workaround to restore functionality.</td>
</tr>
<tr>
<td>Low</td>
<td>You request information, report a documentation error, or a recommend a product improvement, but there is little to no impact on the operation of the software.</td>
</tr>
</tbody>
</table>

**Automatic ticket closure**

When a Customer Champion provides a response to a submitted ticket, one of two changes occurs:

- The ticket is marked **Solved** if the Customer Champion provides a solution to the original issue.
  - After two days, the solved ticket is automatically marked as **Closed**. If you respond before the ticket is closed, the ticket is marked as **Open** for additional work with our Customer Champion team.
  - If you reply to a closed ticket, our ticketing system creates a new follow-up ticket.
- The ticket is marked **Pending** if the Customer Champion requires additional input from you.
  - After four days, the pending ticket is automatically marked as **Solved**, as explained above.

When a ticket is marked as **Solved**, you receive an automated notification email.

**Customer satisfaction survey**

We send a customer satisfaction survey after a support ticket is closed. We appreciate your feedback! It helps us provide more effective support.

**Support escalation**

Occasionally, you may find that a support ticket must be escalated. We understand that your data is extremely important and access can be time-sensitive. You can request a ticket escalation by:

- [Updating your support ticket from our ticketing system](https://helpdesk.code42.com/requests)
- [Chatting with a Customer Champion](https://helpdesk.code42.com/)
Include your ticket number, the reason for escalation, and the priority of the issue, as well as any added contact information that will help us serve you better.

A Customer Champion manager reviews the request as quickly and efficiently as possible, evaluates the situation, and determines an appropriate action. This may require a direct conversation with the manager, or the support ticket may be reassigned to another Customer Champion.

Supported versions

You must use the most recent version of the Code42 app. Code42 upgrades your Code42 apps automatically. For more information, refer to Code42's supported version policy for CrashPlan for Small Business (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/CrashPlan_for_Small_Business_software_version_policy).

Your responsibilities

Use the identified support methods for requesting services and clearly explain the nature of the issue or request for help. When our Customer Champions need you to assist in order to resolve the problem or complete your request, be available at the agreed-upon time.

File a bug

If you discover a behavior that may be a software bug, submit a support ticket (https://helpdesk.code42.com/hc/en-us/requests/) to our Customer Champion team. Include the steps taken to replicate the unexpected behavior.

If we identify the behavior as a bug, we will file an internal report. The resolution of the bug will depend on its severity and scope, as well as the current state of our development cycle.

Related topics

- CrashPlan for Small Business Master services agreement (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/CrashPlan_for_Small_Business_Master_services_agreement)
- CrashPlan for Small Business software version policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/CrashPlan_for_Small_Business_software_version_policy)
- Contact support: create a ticket, chat, or call (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Get_support_for_CrashPlan_for_Small_Business_or_Code42_CrashPlan)
- Obtain a W-9 for CrashPlan for Small Business (https://support.code42.com/Terms_and_conditions/Compliance_resources/Obtain_a_W-9_for_CrashPlan_for_Small_Business)