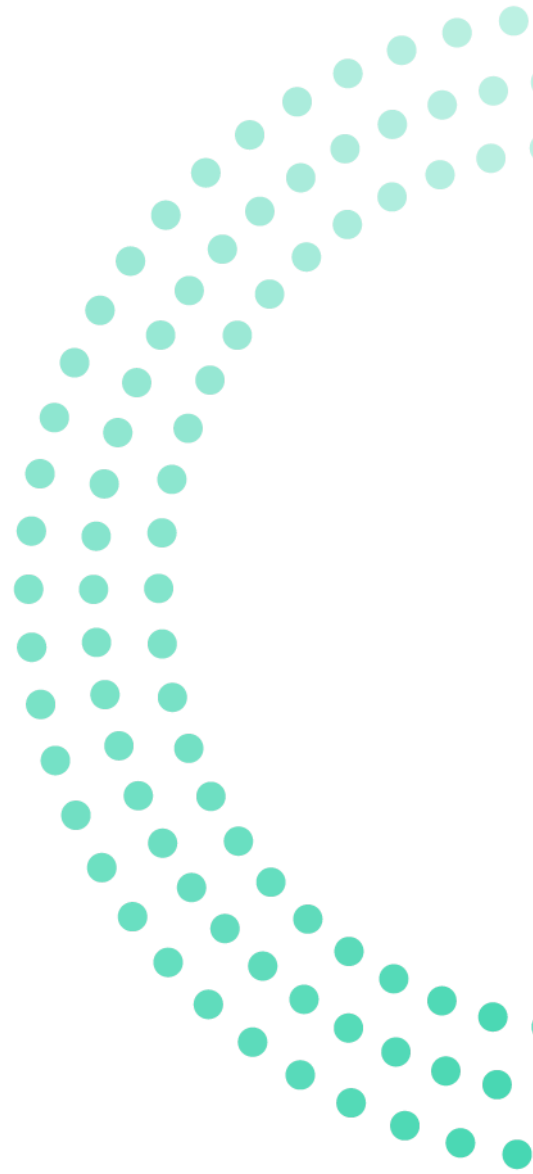


Solace Support

October 2021



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Contact Options

For Severity 1 production emergencies, call the following numbers:

- International: +1-613-270-8404
- USA/Canada: 1-866-765-2231

Local Support Numbers

Hong Kong: +852 3978 5187

India: +0008001009483

Singapore: +6562213660

United Kingdom: +44 800 014 8187

Ticketing System

[Log into](#) the ticketing system and raise a support ticket.

Solace PubSub+ Cloud users can raise support requests through the [PubSub+ Console](#).

Email

Raise a support ticket by [email](#) for issues of Severity 2, 3, & 4, and enhancement requests.

Free Community Forum

Ask a question to the experts on the [community forum](#).

Support Plans

Solace provides the following services plans that cover all Solace products.

	Silver	Platinum	Platinum+
Hours of Support	Business Hours	24/7/365	24/7/365
Initial Response Time	Severity 1-4: Next Business Day	Severity 1: 30 min Severity 2: 2 hrs Severity 3 & 4: Next Business Day	Severity 1: 30 min Severity 2: 2 hrs Severity 3 & 4: Next Business Day
Support Channel	Secure web login, Community forums	Secure web login, Community forums, Phone, Email	Secure web login, Community forums, Phone, Email
Designated customer support contacts	4	Unlimited	Unlimited
Hardware sparing	N/A	Sparing from Ottawa	Local Sparing
On-site hardware repair by Solace	N/A	No	Yes

[Contact Solace](#) to purchase a support plan suitable to your needs.

Product Types

Solace PubSub+: A family of products that is comprised of Solace PubSub+ Event Broker and Solace PubSub+ Cloud.

Solace PubSub+ Cloud: Solace PubSub+ Software Event Broker, PubSub+ Event Portal and other components offered on a variety of public clouds, in the customer's VPC or on-premises at the customer.

PubSub+ Event Portal: Event management toolset to design, create, discover, catalog, share, visualize, secure and manage all the events in your enterprise.

Solace PubSub+ Event Broker: A family of event broker products that is comprised of Solace PubSub+ Appliance and Solace PubSub+ Software Event Broker.

Solace PubSub+ Software Event Broker: Software offerings of Solace PubSub+ Event Broker.

Solace PubSub+ Appliance: Purpose-built hardware offerings of Solace PubSub+ Event Broker. The appliance includes SolOS.

Supporting Software Products: Solace also distributes supporting software products, including but not limited to, PubSub+ Cache, SolAdmin, and Solace Geneos Agent.

API: Solace messaging application programming interface.

SolOS: A software package of operating system, firmware and associated environment and executables that runs on the Solace PubSub+ Appliance.

Definitions

Business Day: Monday to Friday.

Business Hours: 9:00 AM to 5:00 PM.

Enhancement: A non-binding request to Solace for a product improvement.

Hardware: The Solace PubSub+ appliance and any of its tangible components that are field replaceable, e.g., blades.

Releases:

Early Access Release: Controlled availability software release intended for new feature introduction and integration. Support will be determined at Solace's discretion.

Preview Release: Generally available software release intended for new feature introduction and integration. Technical support for one year from release date. Any critical bugs or security issues discovered in a Preview Release will be addressed, at the earliest, in the next Production Release.

Production Release: Generally available software release intended for production use. Full Support for one year followed by two years of Technical Support. Released up to three times per year.

Production Release, Long Term Support: Generally available software release intended for production use. Full Support for three years. Released once per year.

Maintenance Release: Generally available software release intended for production use. Provides security fixes and urgent product fixes for Production Releases. Each Maintenance Release is supported for the duration of the Production Release to which it pertains.

Response Time:

Initial Response Time: The length of time between initial contact with Solace Support and response from a Solace Support engineer acknowledging receipt of the issue. For Severity 1 or Severity 2 issues, contact must be by telephone in order to measure Initial Response Time.

On-Site Response Time: The length of time between:

- (a) when Solace Support determines a visit by a technician is necessary, and the customer has provided the hardware serial number and confirmed that access to the site is available, and
- (b) the time when the technician arrives on site at the customer.

On-Site Response Time applies only to the On-Site Field Repair Service provided under the Platinum+ Support Plan.

Severity:

Severity 1 Issue: A critical error in a production system. Your service is down, or business operations are critically impacted. There is no known workaround.

Severity 2 Issue: A system defect that is either a critical error for which a workaround exists or a non-critical error that significantly affects functionality of a Solace product.

Severity 3 Issue: An isolated or benign error which does not significantly affect the functionality of a Solace product. It disables only certain non-essential functions and does not materially impact system performance.

Severity 4 Issue: An information request, documentation issue or assistance with product functionality, installation or configuration. There is no impact to business operations.

Support:

Full Support:

Qualified security errata and urgent selected bug fixes will be released as they become available. Qualified security errata include Critical and High Common Vulnerability and Exposures (CVEs) and Critical and Important Red Hat Security Advisories (RHSAs). Customers may Upgrade any release that is in full support or technical support to any newer release that is in full support. Customers may Upgrade to a Preview Release until such Preview Release is replaced by its Production Release. Customers have access to the Solace Support team.

Technical Support:

No Maintenance Releases will be provided. Upgrades are supported. Customers have access to the Solace Support team.

Upgrade: Is a migration from one release (e.g., Preview Release) to another later release (e.g., Production Release). Includes migration from a Production Release to a later Production Release and from a Production Release to a later Maintenance Release.

General Support Plan Information

Term of Support

The term of each support plan is 12 months unless a different term is specifically agreed with Solace.

You can renew your support plan before it expires for an additional 12-month term and can continue to renew your plan this way until your Solace product reaches its End of Support milestone in the Solace Product Lifecycle. In the final year of the Product Lifecycle, you may be asked to renew for a term of less than a year to align with the End of Support milestone.

If you purchase additional Solace products with associated support plans, you can arrange with Solace for an initial term of less than 12 months so that all your plans expire on the same date.

If your support plan has lapsed and you want to renew it, you must pay back support from the date your plan lapsed, plus the current year's support fees, if applicable.

Support for New Features

New features introduced as part of a release may not be supported on all Solace PubSub+ Event Brokers and may require the purchase of additional software license(s) and may not be supported on all platforms.

Issue Escalation

If you think your issue's current severity level is inappropriate, you may increase it by contacting Solace Support. Escalations to Severity 1 or 2 must be followed up with a telephone call to ensure a timely response.

Support Duration for Release Versions

Solace PubSub+ Event Brokers

All preview releases have technical support for a period of 12 months.

All production releases have full support for one year and technical support for two additional years.

Periodically, Solace will designate a production release as a long term support release which will have full support for three years.

Solace PubSub+ Cloud

Solace PubSub+ Cloud will make new Production releases available periodically. All PubSub+ Cloud releases will have full support for one year and technical support for an additional six months.

Solace APIs

Releases of APIs are supported for four years from the date of their first General Availability release.

Supporting Software Products

Releases of software products other than those included within Solace PubSub+ and Solace APIs are supported for three years from the date of their first General Availability release.

Learn about Solace's [product lifecycle policy](#), and review milestones and phases from Product Introduction through to End of Support.

Support Response Time for Platinum and Platinum+

Solace Support's highest priority is restoring your service. For Severity 1 and 2 issues, for quickest response, we recommend contacting Solace Support by telephone.

For a Severity 1 issue, emphasis is placed on re-activation of your production system or elimination of the critical impact to your business operations by the fastest means available. Once neutralized, the issue's severity will be reclassified as appropriate to Severity 2, 3 or 4.

You should promptly provide remote access to the affected Solace products and make appropriate resources available to assist with issue investigation and neutralization. Use of a Web collaboration tool between you and Solace Support is an acceptable form of remote access.

Special Considerations for Solace PubSub+ Appliances

Platinum Support

In the event of a hardware failure, a Return Material Authorization (RMA) must be issued by Solace Support before the hardware will be replaced. Solace will supply functionally equivalent or better replacement hardware which may be new or refurbished.

Sparing

Any spares for your Solace PubSub+ appliances or hardware ship the next business day from Ottawa.

Return Shipping

You are responsible for all aspects of returning failed hardware to Solace, including packaging, coordinating shipment and risk of loss. Shipping costs will be covered by Solace.

You must ship the failed hardware to Solace no more than 20 Business Days after you have received its replacement. If you don't ship the hardware back within that time, you will be billed for the replacement at the then-current list price.

If the hardware is defective for reasons other than normal use, including damage in return shipping caused by insufficient packaging, you will be billed for the replacement at the then-current list price. If the hardware is defective due to damage in shipping from Solace, any replacement will be provided free of charge.

Re-location of Appliances

Any damages to an appliance in transit is solely your responsibility.

On-Site Repair

You are responsible for the installation of any replacement Solace PubSub+ hardware.

Platinum+ Support

In the event of a Solace PubSub+ hardware failure, a Return Material Authorization (RMA) must be issued by Solace Support before the hardware will be replaced. Solace will supply functionally equivalent or better replacement hardware which may be new or refurbished.

Sparing

Local sparing of Solace PubSub+ appliances and hardware are part of the Platinum+ Support plan.

Return Shipping

A Solace technician handles all aspects of returning failed hardware to Solace, including packaging, coordinating shipment and risk of loss. Shipping costs will be covered by Solace.

On-Site Repair Service

Solace Support will dispatch a technician to your premises to install replacement hardware once the related support request has been investigated and a hardware repair activity has been deemed necessary. The on-site repair service is limited to replacing failed hardware and does not include installation of additional appliances.

Troubleshooting your site's physical infrastructure, such as power feeds and Ethernet cabling, is your responsibility.

Availability

To ensure availability and timely delivery to your sites of hardware and appliance spares, prior to starting your Platinum+ Support plan you need to discuss site locations and logistics with Solace. Street addresses for all locations covered by your Platinum+ support plan must be identified in writing to Solace in advance of sparing and on-site repair being offered to those locations. Solace may not be able to provide on-site repair to all your locations.

Re-location of Appliances

If you choose to move any of your appliances during the term of your Platinum+ Support, you must provide Solace with at least 45 days' prior written notice of any such move to allow Solace to confirm sparing coverage in the new location and deploy appropriate hardware spare(s). Solace may not be able to provide sparing coverage in each new location. Any damages to an appliance in transit is solely your responsibility.

On-Site Response Time Targets

On-Site Response Time targets vary depending on the location of the deployed Solace PubSub+ appliances and the specific components being replaced. Targets will be established on a location-by-location basis prior to starting your plan.

Solace Product Lifecycle Policy

The Solace Product Lifecycle Policy is applicable to all Solace products and allows you to prepare for end-of-life product transitions.

Note, the term of Support for certain versions of SolOS firmware and certain versions of PubSub+ software products follow different timelines than those described below and can be found in the Support section under [“Support Duration for Release Versions”](#).

The diagram below illustrates the Solace product lifecycle:



The following table describes each stage in Solace Product Lifecycle.

Milestone / Phase	Description
Product Introduction	Marks the beginning of the General Availability phase. At this point customers may begin to purchase the product.
General Availability	During this phase customers may purchase the product without restriction. Customers with current support plans will receive Major, Maintenance and Hotfix releases applicable to the product. The General Availability phase typically lasts 3 to 4 years.
End of Sales	Marks the end of the General Availability phase, and the beginning of the No New Sales Phase.
No New Sales	During this phase the product is not generally available for purchase. Customers with current support plans will receive the same level of support as during the General Availability Phase. The No New Sales phase is 5 years long.
End of Support	After 5 years of General Availability, customers will no longer have the option of renewing their support plans, and Solace will cease providing support for the product.

Customer Communication

Formal notifications of a product reaching any product lifecycle milestone will be sent by email to customers on active Support Plans. Contact Solace Support at support@solace.com to be included in these notifications.

Document Revision History

Revision	Date	Description
1.0	2/27/2019	New support document created.
2.0	3/20/2019	Updates for SOL-17207 and SOL-17208.
3.0	04/16/2019	Updated support plans table.
3.1	04/23/2019	Updated product lifecycle diagram.
3.2	04/24/2019	Updated product lifecycle text.
3.3	04/30/2019	Updates to product lifecycle text.
3.4	05/1/2019	Updates to product lifecycle text.
3.5	07/16/2019	Updates to Special Considerations for Solace PubSub+ Appliances.
4.0	05/29/2020	Added PubSub+ Event Portal information and updated the event broker terminology.
4.1	01/06/2020	Updated Singapore's phone number.
5.0	03/31/2021	Added Hong Kong's local support number
5.1	29/06/2021	Updates to product types, definitions, and support duration.