



**NOVETTA**

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**Support Guide**



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## Chapter 1. - Introduction

Thank you for choosing Novetta technology. We are pleased to assist you in the use of our products and want to introduce you to our services.

### TERMS AND ACRONYMS

This is a list of commonly used terms and acronyms within the Novetta support organization.

- **NEA: Novetta Entity Analytics**
- **NCA: Novetta Cyber Analytics**
- **ATSC: Authorized Technical Support Contact**
- **NCSC: Novetta Customer Service Center (website: <https://support.novetta.com>)**
- **NCSG: Novetta Customer Service Group**
- **NTSE: Novetta Technical Support Engineer**
- **Support Ticket: Any escalation to the NCSG which is tracked in our online ticketing system. Support Tickets can be the result of an issue, question, request for information, or provide information.**

### MISSION

Our mission is to help you make the best use of Novetta Cyber Analytics®, Novetta Entity Analytics®, or other Novetta software with minimum adverse impact, by providing a single point of contact and responsibility for rapid closure of your technology and process concerns.

### VALUES

The Novetta Customer Service Center (NCSC) and Novetta Customer Service Group (NCSG) strive to:

- **Treat you courteously and respectfully;**
- **Make customer satisfaction our top priority; and**
- **Proactively seek to prevent issues.**

### SERVICES

Novetta offers an annual support plan and additional support services to meet your business needs.

#### Support Plan

The Support Plan includes:

- **24x7 Access to our NCSC:**
  - **Request Management: Provides a method for ATSCs to electronically create a Support Ticket and engage our NCSG**
  - **Knowledge Base (KB): Provides answers and solutions to common questions and previously submitted Support Tickets.**
  - **Community Forums: Allows Novetta clients to engage in open dialog, sharing tips and best practices**
  - **Downloads: Contains all Novetta product documentation including guides for installation, training, and operation; release notes; white papers; and Brown Bag presentations**
  - **News: Shares information on upcoming releases, patch notifications, and handy tips**
- **USA telephone, email, web, and live chat support during business hours from 8:00am-6:00pm EST, Monday through Friday, for existing Support Tickets**
- **USA telephone, web, and email support during extended hours and holidays (see Appendix A) for Priority 1 and 2 issues (see Table 3) on production systems**
- **Emergency Telephone Number: A toll-free number is available (24/7/365), strictly for emergency situations where the ATSC is unable to electronically register a case.**
- **Authorized Technical Support Contacts (ATSC): Up to 2**



### Additional Support Services

Additional support services constitute any services provided by Novetta that are outside the scope of this licensed support plan. These services, which are documented through a separate Order, may be billable based on the size and scope of the work requested.

Examples of additional support services include:

- **Pilot services**
- **Supplemental training**
- **Installation services**
- **Third-party product integration**
- **Custom development**
- **Special projects**

Please contact your Account Executive at Novetta to discuss your needs and the range of additional services we can provide.

Please note that the Novetta Customer Service Center does not provide assistance in the following areas:

- **Third-party product support or services**
- **Operating system (e.g., Microsoft® Windows® or Linux) training or support**
- **Data Platform training or support (e.g., ParAccel, Apache Hadoop, Cloudera, Hortonworks, et cetera)**
- **Network training or support**
- **Troubleshooting for PCs, workstations, browsers, third-party software, et cetera**

For assistance with the above, please contact your organization's Information Systems (IS) Department.



## Chapter 2 Client Roles and Responsibilities

As a Novetta client, you have some roles and responsibilities which are detailed in this chapter. You may also refer to the *Novetta Cyber Analytics® Administration Guide* or *Novetta Entity Analytics Installation and Administration Manuals*, which contains important information related to the maintenance and operation of Novetta software.

### AUTHORIZED TECHNICAL SUPPORT CONTACTS (ATSCS)

Pursuant to the support agreement with Novetta, a client will select 2 individuals from their organization to serve as Authorized Technical Support Contacts (ATSCs). ATSCs should be knowledgeable about your technical environment and about the Novetta software. ATSCs form your internal core software support team who become experts in the usage and maintenance of Novetta software, and are accessible to your user community.

ATSCs serve as the primary liaisons with the Novetta Customer Service Center (NCSC). Your daily end-users should not contact the Customer Service Center with issues; they should instead consult with your organization's ATSCs. If the ATSCs are unable to resolve an issue, they should refer to the system documentation and utilize NCSC online resources such as the Knowledge Base or Community Forums to find an answer. If ATSCs still cannot find an answer, they should submit a case via the NCSC website.

If an unauthorized person contacts us, Novetta will re-direct them to your organization's ATSCs. However, in an emergency, we may begin working on an issue with an unauthorized contact, on an exception basis and at our discretion, subject to later verification. Ownership of such issues must eventually be transferred to an ATSC.

If you need to change or update the list of ATSCs for any reason, submit a case to the NCSC Request Management module and select the Change ATSC Update form.

**Note:** If an ATSC is transferred to different duties or leaves your organization, please contact the Novetta Customer Service Group as soon as possible so that the individual's NCSC website access can be revoked. This is important for security reasons.

### Selecting ATSCs

In order to leverage the skills and knowledge of the ATSCs, Novetta recommends that two ATSCs be designated, each with a slightly different focus:

- **Business ATSC (Primary Contact)**
- **Technical ATSC**

### Business ATSC

The Business ATSC serves as the primary contact between your organization and Novetta Solutions. The following items are typical responsibilities of a Business ATSC:

- **Overall understanding of how the Novetta software fits into the big picture of your organization's business goals**
- **Global knowledge of each product module, its function and behavior**
- **Internal representative within your organization for all Novetta software-related communications**
- **External representative to Novetta regarding changes in your organization's business goals; system changes, including source system upgrades, third-party software upgrades; personnel changes; et cetera.**



### Technical ATSC

The Technical ATSC serves as the lead within your organization, concerning the technical maintenance of each Novetta software module. The Technical ATSC also serves as the trainer within your organization on how to use each Novetta software module. The following are typical responsibilities of a Technical ATSC:

- **Attends Novetta software training sessions on how to install, troubleshoot, and support each Novetta software module in use at your organization**  
Trains other technical staff on how to install and troubleshoot the installation, and maintenance of each Novetta software module
- **Maintains and operates the physical servers and network infrastructure used by the Novetta software**
- **Performs basic daily software maintenance as described in the provided software documentation.**
- **Has the authority to request assistance from other technical staff within your organization for Novetta software technical issues such as remote access, data platform issues, operating system configuration issues, interface issues, et cetera**
- **Trains other staff in how to use the software**
- **Serves as the liaison for all users with technical questions. If after consulting the documentation, Knowledge Base, and Community Forums, the answer cannot be found, the Technical ATSC can submit a support case for assistance from Novetta.**

### Other Internal Core Software Support Team Roles

Your organization may arrange to have more individuals on your internal core software support team who are familiar with specific elements of your infrastructure; architecture; software implementation; etc. These individuals are not necessarily ATSCs. Recommendations for other roles include:

- **Database administrator**
- **System administrator**
- **Network administrator**
- **Hadoop Administrator**
- **Cyber analyst / network hunter**
- **Security Specialist**
- **Data Scientist/Analyst**

### REMOTE ACCESS

Remote access to Novetta Cyber Analytics and Novetta Entity Analytics server(s) enables Novetta to troubleshoot client systems in real-time, and will expedite resolution of support cases. We require access via an internet-accessible IP address to the server (e.g., a restricted firewall opening) OR VPN-based access. It is the responsibility of your organization's Systems Administrator or other operations staff to ensure that this access is available during periods requiring support.

### NOVETTA SERVER AND CLUSTER ADMINISTRATION

It is the responsibility of your organization's Systems Administrator or other operations staff to ensure the following basic system maintenance items are effectively managed and incorporated into your normal day-to-day operational schedule. Novetta recommends that you create and adhere to a calendar of maintenance activities as outlined in your product documentation and in Table 1.



Maintenance Task	Purpose	Training Requirements	Suggested Frequency
Monitor Novetta software processes	To verify processes are up and running	Basic SA task	Continuous monitoring; advise automated processes
Monitor Novetta software processing; reprocess broken processing chains as needed	To alert staff to drops in packet processing and to correct problems	Specialized Novetta SA Training	Daily Monitoring
Monitor Novetta software database error logs	To alert your IS staff to any error files produced by the DBMS	Specialized Novetta SA Training	Upon system errors

*Table 1. Maintenance Recommendations*





### Chapter 3. - Receiving Novetta Support

The Novetta Customer Service Group (NCSG) team and Novetta Customer Service Center (NCSC) website strive to:

- Treat you courteously and respectfully;
- Make customer satisfaction our top priority; and
- Proactively seek to solve and prevent issues.

This section lays out the process for Novetta clients to receive efficient and professional support services.

#### NOVETTA TECHNICAL SUPPORT ENGINEERS (NTSES)

The Novetta Customer Service Group (NCSG) is comprised of Novetta Technical Support Engineers (NTSEs) who work to resolve issues as quickly as possible. It is sometimes necessary for a NTSE to involve more than one resource in resolving an issue. The NCSG and other Novetta internal organizations communicate regularly and cooperate to resolve issues that arise.

Figure 1 outlines the teams that are involved in bringing your issue to resolution. Novetta has four tiers of technical escalation based on the expertise required to resolve your Support Ticket:

- Your organization's designated ATSCs are considered the initial, self-help tier; all client issues must pass through these representatives first.
- The Tier 1 Standard NCSG team consists of NTSEs who claim ownership of every case filed by an ATSC, reproduce the issue on our support environments, and follow the case until the issue receives a satisfactory resolution. Tier 1 NTSEs work with your ATSCs to gather information – errors, warnings, logs, screenshots, and sequences of steps for recreating an issue.
- The Tier 2 NCSG team consists of skilled NTSEs with background in software development, systems and network administration, network hunting, data science, etc. Tier 2 NTSEs utilize the information gathered by the Tier 1 NTSEs to apply expert troubleshooting, and analysis techniques to identify the problem and recommend a solution. Tier 2 NTSEs may review the product source code to determine whether it is necessary to escalate to Tier 3 support.
- An escalation to Tier 3 indicates that the resolution of an issue requires the development and release of patches or emergency fixes; this is handled by our Novetta Engineering Team.

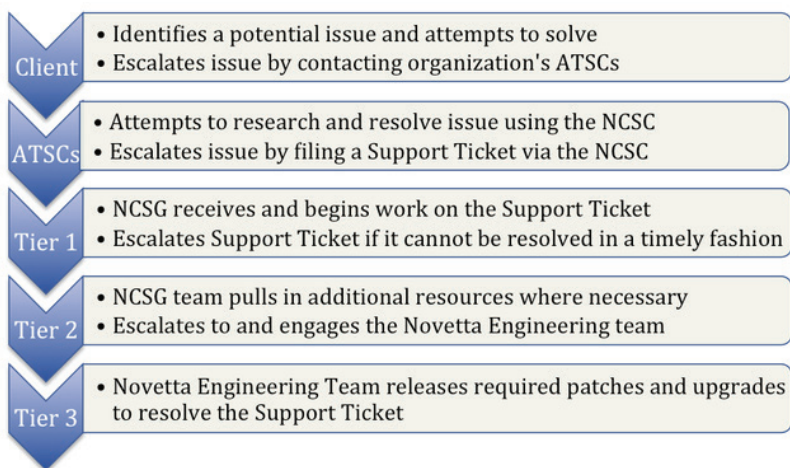


Figure 1. NCSG Support Hierarchy



### PRIOR TO ESCALATION TO THE NCSG

In order to maximize the efficiency of the support hierarchy, Novetta recommends end-users follow these steps prior to escalating an issue to the NCSG team:

- 1. Search the Knowledge Base on the NCSC website; there may be a solution or workaround documented in a KB article.**
- 2. Visit the Downloads area on the NCSC website to retrieve and read the latest documentation.**
- 3. Check with your organization's ATSCs and consult any existing documentation provided by Novetta.**
- 4. Ensure that remote access to the servers hosting Novetta software is available. This will allow the NTSE to access your system quickly and expedite resolution once you submit your case.**

### ESCALATING AN ISSUE TO THE NCSG

Your organization's ATSCs can electronically file issues to the NCSC website's Request Management module at <https://support.novetta.com>. Below are guidelines for filing an issue:

#### Priority

The electronic form for filing an issue requires a description of the Priority. Use Table 2 to identify the appropriate Priority for the issue. The Priority is important in determining the proper level of NCSG service.

Priority	System	Definition
1. Urgent	Production Only	<ul style="list-style-type: none"><li>• Critical or fatal issues</li><li>• The software cannot be operated, OR</li><li>• Severe consequences to your operations will result</li></ul>
2. High	Production Only	<ul style="list-style-type: none"><li>• High-impact issue where work is proceeding, but in a significantly impaired fashion; OR</li><li>• Time-sensitive issue important to long-term productivity that is not causing an immediate work stoppage; OR</li><li>• There is significant client concern</li></ul>
3. Normal	All	<ul style="list-style-type: none"><li>• Important issue that does not have significant current productivity impact</li></ul>
4. Low	All	<ul style="list-style-type: none"><li>• Issue requiring no further action beyond monitoring for follow-up, if needed OR</li><li>• Request for information only OR</li><li>• Use to send information to the NCSC, such as planned downtime for scheduled maintenance on the server hosting Novetta software</li></ul>

*Table 2. Priority Descriptions*

#### Additional Details

The electronic form for submitting an issue has fields for characterizing the technical details. Provide as much detail as possible. This will enable the NCSG team to more quickly comprehend and/or reproduce the issue.

Fields include:

- **Subject: provide a short overview of the issue or request**



- **Description:** provide a detailed, technical description of the issue or request
- **Novetta Product:** select from a list of the Novetta products
- **Product Version:** provide the product version number
- **Operating System:** provide the version
- **Data Platform:** provide the name (e.g. Hortonworks, Cloudera, ParAccel) and version

### NCSG RESPONSE PROCEDURES

#### NCSG Response Times

Once your organization's ATSC has submitted a request for support, Novetta is committed to the response times listed in Table 3 for each Priority (see Table 2). The NCSG website automatically assigns a case number to your issue immediately after your ATSC submits a case. Response time is defined as the maximum amount of time between case submission and response from an NCSG team member regarding the status of the case. Response times to requests arriving on holidays may be limited to Priority 1 (Urgent) and 2 (High) requests.

Priority	System
1. Urgent	1 Hour
2. High	2 Hours
3. Normal	4 Hours <sup>1</sup>
4. Low	8 Hours <sup>1</sup>

*Table 3. NCSG Response Times*

Be prepared to work with Novetta on resolution of your issue after escalating an issue. For Priority 1 or 2 cases, if we are unable to contact your organization's ATSCs, we will ask that your case Priority be reduced accordingly.

#### NCSG Case Response Pattern

The following pattern occurs once your ATSC escalates an issue and successfully submits a case:

- **The NCSG website's Request Management automatically provides your ATSC with a case number and emails a confirmation to your ATSC**
- **A team member of the Tier 1 NCSG will reach out to your ATSC (or other ATSCs) to review the expectations of the case's resolution. Contact mediums include email, live chat, or telephone.**
- **The Tier 1 NCSG team member provides an estimation of when we can begin service on the case**
- **Tier 1 NCSG support begins on the case. If Tier 1 NCSG cannot resolve the case in a timely fashion, it will be escalated to the Tier 2 NCSG team. The Tier 3 Engineering team will be engaged as required.**

#### NCSG Case Close Pattern

The NTSG will close a case for any of the following reasons:

- **Novetta delivers a software or documentation solution which addresses the original issue described in the case**
- **The information Novetta provides answers your ATSC's question**
- **Your ATSC indicates to our NTSE that the case can be closed**  
**The case was for informational purposes only, and our NTSE has acknowledged Novetta's understanding of this information**

<sup>1</sup> Response times for Priority 3 and 4 issues are based on normal business hours (8 - 6 ET)



- **Your ATSC and our NTSE have agreed the issue needs to be documented in the Knowledge Base as a known issue.**

### **NCSG Client Satisfaction Survey**

When a case is closed, your ATSC will be given the opportunity to provide feedback to Novetta Solutions via a short web-based survey. Take this opportunity to provide feedback following the resolution of each case. Client feedback is very important to Novetta, and will be used to assess how well Novetta meets client needs, as well as how to improve our service.

### **NCSG EXCEPTIONS**

#### **Reopening a Case**

If further assistance is required on a closed case, your ATSC can reopen a case by adding a new comment to the case containing the request and an explanation. The NTSE will officially reopen the case and continue to work with you toward resolution.

#### **Client Satisfaction**

Novetta is committed to ensuring client expectations are met and that each case is handled appropriately. If at any point during the resolution process a client is not satisfied, your ATSC may ask to speak with a NCSG Manager. The NTSE will route the request to a Novetta supervisor or manager, who will reach out to review the situation and work out a mutually satisfactory plan for resolution. Additionally, you may contact NCSG management at any time by emailing [support-managers@novetta.com](mailto:support-managers@novetta.com).

#### **Suspected Software Errors**

An "error" is defined as a significant deviation between the operation of Novetta software and the documentation for the software, such that the operation of the software does not conform to the documentation. When a potential product error is reported, a NTSE will attempt to identify whether the issue has been previously reported, and to reproduce the issue. To facilitate this, please provide Novetta with detailed information about the issue. Additionally, Novetta may need remote access to your system (with your approval); system logs, error messages, and stack traces; and other information to resolve the issue.

Once an issue is successfully reproduced, the NTSE will internally verify (via our Test and Engineering teams) that a product error exists. Once a product error is confirmed, the NTSE will notify the reporting client. The NTSE will indicate if a maintenance release or software patch is, or will be, available. Novetta will endeavor to provide you with a satisfactory solution as soon as possible.

**During the term of your Support Agreement**, Novetta shall use its commercially reasonable efforts to correct any reproducible programming error in the software attributable to Novetta software (an "error") with a level of effort commensurate with the priority of the error, provided that such corrections may consist of revised code or avoidance procedures ("corrections") and Novetta shall only be obligated to correct errors which cause the software to fail to substantially conform to the documentation.



### Appendix A. - Novetta Holidays

Table 4 summarizes the list of holidays observed by Novetta. This list is subject to change.

The Novetta Customer Service Group will be available on the holidays observed by Novetta. However, it may be limited to support of production system outages (Priority 1 or 2).

Holiday	Calendar Date
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Day	December 25

*Table 4. Novetta Observed Holidays*