

Support Quick Reference Card

Opening Support Cases

1. Is the issue service-impacting?
Open ALL such cases via the web portal.
2. Upload a Tech Support File from affected devices to the case.
3. Enter as much information as possible about the issue in the case. This usually limits the number of initial questions the TAC representative has to ask before starting to resolve the issue.
4. Choose the correct priority for your case. This determines how quickly TAC will respond and how often they update the case (see table 1).

Table 1: Case Severity Levels

| | |
|-----------------|---|
| Critical | Service-impacting: Product is down and critically affects your production environment. No workaround is yet available. |
| High | Product is impaired, and production is up but impacted. No workaround is yet available. |
| Medium | A product function has failed, but your production is not affected. Support is aware of the issue, and there is a workaround. |
| Low | Product function is not impaired, and there is no impact on your business. |

Table 2: Response Times

| Severity (Priority) | Platinum | Premium | Standard | Follow-Up |
|---------------------|--------------|--------------------|---------------------|------------------------|
| Critical | < 15 minutes | < 1 hour | < 2 business hours | Every 4 hours |
| High | < 30 minutes | < 2 business hours | < 4 business hours | 1 business day |
| Medium | < 2 hours | < 4 business hours | < 12 business hours | 3 business days |
| Low | < 4 hours | < 8 business hours | < 48 business hours | Once per business week |

Tips for Working Active Cases

1. If an issue becomes Critical, log in to the CSP and increase the priority before contacting TAC. This option is not available for Standard Support.
2. Provide the information TAC requests ASAP.
3. Enter your preferred contact information and your availability for troubleshooting sessions.

General Suggestions

- If you need help during or after the upgrade, open a preemptive case for firmware upgrades.
- Ask for a different TAC engineer if their work hour do not fit you timezone. Not applicable for Standard Support.
- Update the case with the request, stating your preferred time zone, and change the Case Status to 'Customer Requested Re-assign'.

Requesting an Update

- Log in to the CSP and change the case status to 'Customer Requested Update'. This will notify the current owner that the case needs attention.

Escalating a Case

If a case is not progressing as expected, you can call and request to talk with the duty manager. Available 24/7, duty managers are the first line of defense to get an issue back on track. Not available for Standard Support.

Palo Alto Networks TAC has implemented an official escalation path generated through your local account team. This process notifies all duty managers and TAC senior staff of a pending urgent issue. Please contact your SE to start this process.

Your account team will be notified of opened tickets and updates to tickets. Reach out to your account team to confirm if needed.

Support Resources

| | |
|--------------------------------|---|
| Customer Support Portal | support.paloaltonetworks.com |
| LIVEcommunity | live.paloaltonetworks.com |
| US Phone Support | (866) 898-9087 |
| Support Resource Guide | paloaltonetworks.com/resources/guides/global-customer-services-support-resource-guide |

TAC: Technical Assistance Center
CSP: Customer Support Portal