

梭子鱼中国客户技术支持服务指南

Technical Support Guide for Customers in Mainland China

梭子鱼网络在中国上海设有客户技术支持中心，为中国大陆地区购买梭子鱼产品用户提供中文技术支持和服务，主要包括：

The TAC of Barracuda Networks China locates in Shanghai, which currently provides the following two types of technical support services for customers in Mainland China.

1. 基本服务：针对购买“梭子鱼活力更新服务”（简称 EU）的用户；
Basic Support: for customers who purchased EU (Energize Updates) only;
2. 增强服务：针对购买“梭子鱼快速替换服务”（简称 IR）和“梭子鱼活力更新服务”（简称 EU）的用户；
Enhanced Support: for customers who purchased both EU and IR (Instant Replacement);

	基本服务 Basic Support	增强服务 Enhanced Support
中国技术支持（中文） China Technical Support Center (in Chinese)	正常工作时间 周一至周五(9:00-17:30) Mon. – Fri. (9:00 AM - 5:30 PM) 电话及邮件技术支持 Phone & Email	
全球技术支持（英文） Global Technical Support Center (in English)	7*24 小时全球电话及邮件技术支持 7*24 Phone & Email （详见 for more details: http://support.barracuda.com.cn ）	
威胁特征库、病毒库及防护策略定义的更新 Threat Signatures, Virus and Security Definitions Update	√	√
最新稳定版本的升级使用 Firmware Maintenance	√	√
最新发布版本的升级试用 Access to Beta Programs	√	√
关键问题的优先处理 Priority Escalation for Critical Issues	–	√
协助旧设备的数据迁移 Older Unit Data Migration	–	√

必要的硬盘(支持热插拔 RAID 的型号)或整机快速替换 Hard-disk (RAID) or Hardware Replacement	-	√
EU 服务订购 EU subscription	必需 Required	必需 Required
IR 服务订购 IR subscription	-	必需 Required
服务期限 Validity	1, 3 或 5 年 1, 3 or 5 years	1, 3 或 5 年 1, 3 or 5 years

除梭子鱼网络提供的上述客户技术支持服务项目之外，用户可以联系梭子鱼的代理商或总代提供增值服务，如设备安装部署、配置优化、升级替换等各类现场服务，以及定期巡检、现场培训等。

Besides the above technical support services operated directly by Barracuda China, customers in Mainland China can also contact Barracuda authorized distributors or resellers to get value-added services, such as on-site services (installation, configuration, maintenance, firmware upgrade, hardware replacement), as well as routine healthy inspection and field training, etc.

梭子鱼技术支持主要通过远程支持通道来远程诊断并协助解决用户的问题。为了保证梭子鱼远程技术支持的服务质量，用户的梭子鱼设备需要和梭子鱼中心建立安全加密隧道（该操作仅可由用户发起执行）。如因用户网络限制等原因导致无法建立远程支持通道，梭子鱼将无法保证服务质量，梭子鱼中国也不承担由此造成的一切后果和责任。

To ensure the service quality of remote technical support, Barracuda establishes a dedicated encrypted secure tunnel between customers' Barracuda boxes and Barracuda Central by SupportTunnel connection (which can only be initiated by client-side) to implement remote diagnosis, troubleshooting and resolution. Provided that clients cannot meet the requirements to establish SupportTunnel, Barracuda China will not guarantee the service quality of technical support, and not assume any responsibility for the consequences.

梭子鱼网络仅对售出设备本身承担必要的维保和技术支持服务，对于设备中用户数据的安全性不承担任何责任。我们将依据上述服务条款为用户提供力所能及的服务，对由于用户设备本身

的硬件故障所导致的数据丢失或损坏，梭子鱼网络将不承担相关责任。对于购买 IR 的用户，梭子鱼网络将按照服务条款为用户进行相关部件或整机的替换服务。梭子鱼网络建议用户通过 HA 部署、数据备份等方式来提高梭子鱼设备中用户数据的安全性。

Barracuda Networks is only responsible for requisite maintenance and technical support to appliance itself. For any user data loss or damage caused by hardware failures, Barracuda is only liable for appliance itself depending on the specific service package purchased by users. Customer may improve the security of user data kept by Barracuda appliance in other ways, e.g. HA deployment, data backup, etc.

附：梭子鱼 EU/IR（活力更新/快速替换）服务

P.S. Barracuda EU/IR (Energize Updates/Instant Replacement)

梭子鱼 EU 服务 Barracuda EU

在有效期内，EU 提供如下服务：

With valid EU, we will provide services as below:

- 技术支持的基本服务选项，包括正常工作时间（周一至周五 9:00-17:30）的电话热线或邮件的人工中文服务；

Basic support covers customer technical support through hotline/Email in Chinese during normal working hours (Mon. - Fri. 9:00a.m. - 5:30p.m.).

- 最新发布版本或最新稳定版本的免费试用与升级；

Firmware maintenance and access to beta programs;

- 安全规则、策略、特征、病毒库等的自动更新服务；

Automatic security & virus definition and threat signatures updates.

梭子鱼 IR 服务 Barracuda IR

在有效期内，IR 提供 EU 的全部服务，同时还提供：

With valid IR, we will provide additional services as below:

- 客户问题的优先处理；

Priority Escalation for Critical Issues.

- 支持热插拔 RAID 驱动器的硬盘快速替换服务（经梭子鱼客户技术支持中心确定为无法修复时）；

Hard-disk replacement for hot swappable RAID models (once confirmed by Barracuda Technical Support Center);

- 数据迁移服务，远程协助用户将旧设备的硬盘数据（在旧设备硬盘能正常读取数据的情况下，统计数据 and 日志数据除外）迁移到新设备的硬盘中；

Data migration from older unit to the new one (only if the old data is accessible, excluding statistics and logs, etc.);

- 硬件设备的快速整机替换服务（经梭子鱼客户技术支持中心确定为整机硬件故障无法修复时）；

Instant Replacement of hardware unit (once confirmed by Barracuda Technical Support Center);

- 具体快速替换服务（包括整机和 RAID 硬盘）条款，由梭子鱼中国客户服务部负责解释。梭子鱼中国客户服务部也负责快速替换服务的具体操作和质量保证；

Customer Service team in Barracuda China is responsible for the interpretation of contents of Instant Replacement (including hardware and hard-disk replacement); the team is also for RMA process handling and the warranty of quality.

梭子鱼中国客户服务热线 Support Hotline: 400-720-8200

梭子鱼中国技术支持专用邮箱 Support Email: support@barracuda.com.cn

梭子鱼中国技术支持 QQ: BarracudaSupport

梭子鱼技术支持网站 Support Website: <http://support.barracuda.com.cn>

梭子鱼中国 技术支持中心

TAC · Barracuda China