

LANcare

Manual



LANCOM
SYSTEMS

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Introduction

The devices from LANCOM Systems are high-quality network products that offer a high level of investment protection and flexible planning. This also means that comprehensive services are available to provide you with this security in suitably dimensioned, continuously optimized LANcare products.

This manual is intended for purchasers of LANcare products. It contains all the information required for registering LANcare products for LANCOM devices and for dealing with hardware defects as well as reporting a support case. It also contains further information on the general regulations. The manual applies to all LANcare products:

- [LANcare Basic](#)
- [LANcare Advanced](#)
- [LANcare Direct 10/5](#)
- [LANcare Direct 24/7](#)
- [LANcare Direct Advanced 10/5](#)
- [LANcare Direct Advanced 24/7](#)
- [LANcare NBD Replacement](#)
- [LANcare Premium Support 10/5](#) *
- [LANcare Premium Support 24/7](#) *

For an overview of the included services as well as information on compatible devices, please refer to the respective product websites and the data sheets. Clicking on the product names above will lead you to the corresponding websites. In addition, the practical [LANcare comparison](#) shows you at a glance which LANcare product best suits your requirements.

* You can use these LANcare products for entire projects with individual terms and conditions. The services and conditions mentioned in this manual may therefore differ from yours. Please contact services@lancom.de if you have any queries.

Symbols



Very important instructions. Failure to observe these may result in damage



Important instruction that should be observed



Additional information that may be helpful but is not essential

Important notes on general regulations

All the services offered by LANcare products are only available for the device and duration for which you have purchased and registered it. Please refer to the information provided in this chapter. In addition, the [LANCOM Service & Support Conditions](#) apply. All times specified in this manual correspond to the Central European Time Zone (CET times).

LANCOM Lifecycle Management

The LANCOM Lifecycle Guidelines provide maximum transparency and binding planning security with regard to firmware updates and support for your LANCOM infrastructure. All services offered by LANcare products are based on the LANCOM Lifecycle Management. For more information, please

visit the corresponding [website](#) or read the [infopaper](#).

Registration

A separate registration via serial number is required for each device for which you wish to use LANcare (exception: Unified Firewalls, please note the corresponding hint). Once registered, the license number cannot be used for another device or transferred. The term and services of your license start with the successful registration. Please note the following information regarding the time of registration:

- LANcare Direct and LANcare NBD Replacement can be registered at any time.
- LANcare Basic, LANcare Advanced, and LANcare Direct Advanced are only available to you if you register them within three months after purchase of the LANCOM device. If you are unable to provide proof of purchase, a fixed period of three months from the date of delivery will be set within which you must register these LANcare products. In addition, the LANCOM device for which you want to use LANcare must be in perfect working order at the time of registration.



Registration of LANcare Direct (Advanced) for LANCOM R&S®Unified Firewalls

To use LANcare Direct (Advanced) with a LANCOM R&S®Unified Firewall, it must be operated with the LANCOM Basic or Full license. For this reason, we recommend registering both products at the same time. Multiple LANCOM R&S®Unified Firewalls in an HA cluster require only one LANcare Direct (Advanced) registration for all devices.



Registration for vRouter and vFirewall

Registration for vProducts is not possible via the registration form on the website. It can only be done by contacting the service team by phone at +49 (0) 2405 / 49 93 6-210 or via e-mail to services@lancom.de.

Terms and renewal

LANCOM devices are divided into the service categories S, M, L, and XL. The service category of your device can be found in the respective data sheet. Depending on the service category of your LANCOM device, LANcare

products of the same category must be used. Terms range from 1, 3, or 5 years to the End of Life of the device (more than 5 years), depending on the LANcare product selected:

- LANcare Direct is available in variants of 1, 3, or 5 years. An extension is possible until the End of Life date of the device.
- LANcare Basic, LANcare Advanced, and LANcare NBD Replacement cannot be renewed.
- LANcare Direct Advanced is available with terms of 1, 3, or 5 years and renewable up to a maximum of 5 years by re-registration. To continue technical manufacturer support after this time, we recommend booking LANcare Direct 24/7 or 10/5.
- LANcare NBD Replacement is only compatible with switches covered by the Limited Lifetime Warranty (LLW). For more information, please refer to the [infopaper](#).

Scope

LANCOM Systems offers the support services included in the LANcare products worldwide. The next business day (NBD) advance replacement provisions for the products LANcare Advanced, LANcare Direct Advanced, and LANcare NBD Replacement apply to the metropolitan areas within the EU (excluding islands). For information on conditions in other countries, please contact your local distributor.

Registration process

The process described below applies to the individual registration of LANcare products for LANCOM hardware devices. If you would like to register multiple licenses at the same time, please use the [bulk registration](#).

Please refer to the notes for LANCOM R&S®Unified Firewalls and vProducts in the chapter [Important notes on general regulations](#).

Online entry of registration information

- Start a web browser and open the LANCOM website for option registration at www.lancom-systems.com/registration.
- Enter the required registration data and follow the further instructions:
 - Serial number of the LANCOM device
 - Device option license number (in this case of the LANcare product)
- The registration data will then be sent to you by e-mail. The registration process is now complete.
- **Only LANcare Direct (Advanced):** In the course of this process, you will also receive our LANcare Direct PIN, which you will need to claim manufacturer support (see chapter [Reporting a support case](#)). We will send the LANcare Direct PIN to you within a few working days.

Help in case of problems

If you have problems with registering, please contact us by e-mail at services@lancom.de.

Process and procedure in case of hardware defect

In the event of a hardware defect, you can contact us after registering the following LANcare products. We will then help you to replace your registered defective device:

- LANcare Basic (replacement service)
- LANcare Advanced (NBD advance replacement)
- LANcare Direct Advanced 10/5 (NBD advance replacement)
- LANcare Direct Advanced 24/7 (NBD advance replacement)
- LANcare NBD Replacement (NBD advance replacement)

Please observe the following procedure for a fast handling process:

1. If possible, save the configuration of your device in advance. Instructions on how to do this can be found in the LANCOM Support Knowledge Base.
2. To exchange information as quickly as possible, it is helpful to fill out the RMA form on the LANCOM website or to send an e-mail to services@lancom.de. This ensures that all data is transferred correctly. Please have the serial number of the device and the license number of the LANcare product ready. We recommend the additional upload of the proof of purchase under "Attachment" during the RMA registration.
3. **Except LANcare Basic:** For all LANcare products with delivery of the replacement device on the next working day (NBD advance replacement), please contact the LANCOM service hotline by telephone afterwards. Please have the serial number of the device available. The LANCOM Service Hotline can be reached Monday to Friday from 9 a.m. to 5 p.m. (CET) at +49 (0) 2405 / 49 936-210.
4. LANCOM Systems will provide you with an RMA number and send you the RMA documents by e-mail.
5. A courier will deliver your exchange device. When the defective device is picked up, please use the shipping documents enclosed with the RMA documents.
6. You can configure the new device and start working with it immediately.



Notes on NBD advance replacement

In the event of a defect in a device entitled for NBD advance replacement, the LANCOM Support will create an RMA case. An identical replacement device will be sent to you without you having to wait for your device to be repaired.

If your RMA request is received by phone until 2 p.m. on weekdays, we will send the replacement device by 12 p.m. (CET) on the next business day. In rare cases, delivery outside of the metropolitan areas may be postponed to the following business day. The working days for all countries are Monday to Friday with the exception of public holidays at the Aachen (Würselen) location and Rose Monday. Parcels cannot be sent on the following days:

→ **Fixed days per year:**

01/01	New Year's Day	12/24	Cristmas Eve
05/01	Labor Day	12/25	1. Christmas Day
10/03	German Unification Day	12/26	2. Christmas Day
11/01	All Saints' Day	12/31	New Year's Eve

→ **Variable days:**

Rose Monday	Ascension Day
Good Friday	Whit Monday
Easter Monday	Corpus Christi

Shipping will take place from 52068 Aachen, Germany. For more information about the estimated delivery time to your region, please visit the [website](#) of the parcel service provider we use.

Reporting a support case

To report a support case, you can contact LANCOM Technical Support via support portal and telephone after registering the following LANcare products:

- LANcare Direct 10/5
- LANcare Direct 24/7
- LANcare Direct Advanced 10/5
- LANcare Direct Advanced 24/7
- LANcare Premium Support 10/5
- LANcare Premium Support 24/7

To open a support case, access to the affected devices (e.g. via LANCOM Management Cloud (LMC) or remote access) is required for analysis purposes. In addition, you will need the LANcare Direct PIN that we have sent you by e-mail together with the link to the support portal and the LANCOM support hotline number after registration. For more information, see the FAQ at the end of the manual.

The technical manufacturer support is available from Monday to Friday from 8 a.m. to 6 p.m. (CET). Legal and regional holidays at the Aachen, Germany location are excluded from the service hours. Initial response times depend on the LANcare product selected and the priority of your request. With LANcare Direct 24/7, LANcare Direct Advanced 24/7, and LANcare Premium Support 24/7, you also have access to a 24/7 emergency hotline. You can contact this number outside our business hours in the event of a priority 1 fault.

In this context, please note our **different priority levels and the corresponding response times** in the following table:

Level	Reason	Product	Response time	Availability	Communication channel
Priority 1	<ul style="list-style-type: none"> • Massive operational and network disruptions • Total failure • Permanent, detectable disruption with high impact on business operation 	<ul style="list-style-type: none"> • LANcare Direct 24/7 • LANcare Direct Advanced 24/7 • LANcare Premium Support 24/7 	30 minutes	24/7	<p>1. Open a ticket in the support portal (specification of the LANcare Direct PIN required)</p> <p>2. Then call the LANCOM support hotline *</p>
Priority 1	see above	<ul style="list-style-type: none"> • LANcare Direct 10/5 • LANcare Direct Advanced 10/5 • LANcare Premium Support 10/5 	2 hours	Monday to Friday from 8 a.m. to 6 p.m. (CET)	<p>1. Open a ticket in the support portal (specification of the LANcare Direct PIN required)</p> <p>2. Then call the LANCOM support hotline *</p>
Priority 2	<ul style="list-style-type: none"> • Operational disruptions with low effects on daily operations • Partial failures • (Minor) problems with the hardware • Configuration or information requests • Technical queries 	<ul style="list-style-type: none"> • LANcare Direct 24/7 • LANcare Direct Advanced 24/7 • LANcare Direct 10/5 • LANcare Direct Advanced 10/5 	4 hours	Monday to Friday from 8 a.m. to 6 p.m. (CET)	<p>Open a ticket in the support portal (specification of the LANcare Direct PIN required)</p>

* In the event that you are not connected directly to a LANCOM employee, you can leave us a voice mail. We guarantee to call you back within the response times agreed in the LANcare product.



Please note that the guaranteed response times do not apply to support requests submitted via e-mail.

Vital information

LANCOM Support

(Quick) Installation Guide / Hardware Quick Reference

If you encounter any problems when installing or operating your product, the included Quick Installation Guide or included Installation Guides and Quick Reference Guides will help you in many cases.

Support from reseller or distributor

You can contact your reseller or distributor for support:

www.lancom-systems.com/how-to-buy

Online

The LANCOM Knowledge Base is always available via our website:
knowledgebase.lancom-systems.com

You will also find explanations of all the functions of your LANCOM device in the documentation of the operating system used (LCOS):

www.lancom-systems.com/publications

Firmware

The latest LCOS firmwares, drivers, tools, and documentation can be downloaded free of charge from the download section on our website:
www.lancom-systems.com/downloads

Partner support

Our partners get additional support access according to their partner level.
More information can be found on our website:
www.lancom-systems.com/lancommunity

FAQ

What are the differences between the individual LANcare products?

The LANcare products are each tailored to your application scenarios. To help you make the best choice, we have provided a practical [LANcare comparison](#).

How do I save my configuration?

We recommend that you regularly make backups of your LANCOM device configuration. This avoids having to reconstruct the configuration of your device if it develops a defect. Instructions on how to do this can be found in the [LANCOM Support Knowledge Base](#).

Can I pre-register multiple LANcare Direct products at the same time?

Advance registration over several years is possible with LANcare Direct without any problems. In this context, please check in advance whether your device is within the [LANCOM lifecycle](#).

How do I know the production date of my device?

There is a sticker on the bottom of your device where you can read the production week: For example, the production date here is calendar week 2 in 2023 (BM 02/23).



How many LANcare registrations do I need for HA clusters or stacked networks?

- Multiple LANCOM R&S®Unified Firewalls in an HA cluster require only **one** registration of LANcare Direct (Advanced) for all devices.
- Multiple LANCOM SD-WAN gateways / routers in an HA cluster as well as multiple LANCOM switches in a stacked network require a registration of LANcare Direct Advanced **for each individual device**.

Do I have to be certified by LANCOM when reporting a support case?

We strongly recommend that the person making the call has a LANCOM certification, but this is not mandatory. However, in order to be able to act quickly and enable an effective exchange, knowledge of the underlying infrastructure and access or access data is essential.

What data has to be available to open a support case?

The following information must be available for all affected devices to enable a timely response:

- Description of the problem and its impact
- Device type and serial number
- LANCOM firmware version
- Extracted configuration
- Analysis steps and results performed so far

I have not reached anyone via the hotline, how do I proceed?

If the hotline cannot be reached (maximum waiting time <5 min.), an automatic callback is generated if a voice mail is left, so that a contact is established within guaranteed response times.

I have purchased many packages for a large project (> 100). Do I now have to register each one myself?

For convenient online registration of large quantities, please use the [bulk registration](#). You will find the relevant instructions there.

Is there a minimum number of devices to use LANcare Premium Support?

We offer the LANcare Premium Support 10/5 and 24/7 support products, which are individually tailored to the size of your project, from a number of 500 devices per project.

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