

LANCOM

Service Pack 10/5

Service Pack 24/7

Manual

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Products from LANCOM Systems contain the LZMA SDK developed by Igor Pavlov.

This product contains separate open-source software components. These are subject to their own licenses, in particular the General Public License (GPL). If the respective license demands, the source files for the corresponding software components will be made available on request. Please contact us via e-mail under gpl@lancom.de.

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Introduction

Networking products from LANCOM Systems are manufactured to a high quality. LANCOM underscores this quality with a voluntary warranty within the EU, which can even be extended by means of options.

For customers without existing support contracts and in small installations with only a few devices, it makes sense to secure central network components individually. With the LANCOM Service Packs, you equip your LANCOM devices with an all-round carefree package:

With the **LANCOM Service Pack 10/5**, LANCOM Systems offers you manufacturer support with a guaranteed initial response time of max. four hours during service hours (Monday to Friday, 8 a.m. to 6 p.m.). In addition, in the event of a total failure, you benefit from a direct and uncomplicated advance replacement of your defective device on the next working day (within the warranty period and for metropolitan areas within the EU (excluding islands)).

With the **LANCOM Service Pack 24/7**, you get even faster support from our LANCOM technicians in addition to the advance replacement. Our promise: In the event of massive operational disruptions, we will be there for you within 30 minutes after notification via telephone – 24 hours a day, 365 days a year. And support access with extended service hours is also available for minor malfunctions or information requests.



All benefits are guided by the LANCOM Software Lifecycle Management www.lancom-systems.com/lifecycle

Symbols



Important instruction that should be observed



Additional information that may be helpful but is not essential

General information

This chapter provides you with important general information on the validity, services, terms and conditions applying to the LANCOM Service Pack 10/5 and the LANCOM Service Pack 24/7.

LANCOM devices are divided into service categories S, M, L, and XL. Depending on the category of your LANCOM device, the LANCOM Service Pack must be of the same category, which is available in three different runtimes of 1, 3, or 5 years.

Scope of validity

For suitable products for the LANCOM Service Packs, please refer to the tables on the respective product web pages for [LANCOM Service Pack 10/5](#) and [LANCOM Service Pack 24/7](#).

LANCOM Systems offers the support services included in the service packs worldwide. The advance replacement (VAT) arrangements apply to the metropolitan areas within the EU (excluding islands).

To obtain information about conditions in other countries, please contact your local distributor. The contact addresses can be found at www.lancom-systems.com.

Range of services

LANCOM Service Pack 10/5

With LANCOM Service Pack 10/5 registered on a device, you receive manufacturer support for this device with a guaranteed initial response time of a maximum of four hours (Monday to Friday, 8 a.m. to 6 p.m.). In addition, there is the option of advance replacement (VAT) in the event of a hardware defect during the warranty period.

LANCOM Service Pack 24/7

With LANCOM Service Pack 24/7 registered on a device, you receive manufacturer emergency support for this device with a guaranteed initial response time of a maximum of 30 minutes after notification via telephone in the event of massive operating faults. Extended service hours (Monday to Friday, 8 a.m. to 6 p.m.) are available for concerns outside of emergency support. In addition, there is the option of advance replacement (VAT) in the event of a hardware defect during the warranty period.

Rules of advance exchange

In the event of a hardware defect within the warranty period, LANCOM Support will create an RMA case and send you an identical replacement device without you having to wait for your device to be repaired.

If your RMA request is received by 2 p.m. on a working day, LANCOM Systems will send you the replacement device on the next working day by 12:00 noon. In rare cases, delivery outside of the metropolitan areas may be postponed to the following working day.

The working days for all countries are Monday to Friday with the exception of public holidays at the Aachen location and Shrove Monday.

Support access

You can utilize the technical LANCOM support by e-mail, support portal, and phone.

After registration of your LANCOM Service Pack you will get an e-mail until the next workday (mondays to fridays) containing further information. This e-mail includes your personal support PIN for phone access, too.

The technical support is available mondays to fridays from 8 a.m. to 6 p.m. (10/5; national public holidays in Germany excluded). The Initial response times are, depending on the selected LANCOM Service Pack, between 30 minutes and 4 hours. In the event of massive operational disruptions or a total breakdown (emergency) outside our business hours the LANCOM Service Pack 24/7 offers access to our 24/7 emergency support.



The LANCOM Service Packs do not affect the warranty status. To extend the basic warranty from three to five years, you have to additionally purchase the LANCOM Warranty Basic Option.

Reporting a 24/7 support case

We guarantee a response within 30 minutes. For the fastest possible information exchange we recommend you to observe the following steps:

- Create a ticket in the support portal.
- Call the support hotline.



The support portal link and the hotline phone number is stated in the e-mail which we have sent to you after registration.

Advance exchange (VAT) procedure

If your device fails, please observe the following procedure:

- Contact the LANCOM service hotline by phone. Please have the serial number of the device ready. You can reach the LANCOM service hotline Mondays to Fridays from 9 a.m. to 5 p.m. (CET) under the telephone number +49 (0)2405 / 49 93 93 6-210.
- If possible, make a backup of your device's configuration and perform a configuration reset. Observe the instructions in chapter „Configuration backup“ on page 12. If the device was operated in the LANCOM Management Cloud, unpair it.
If there are any obscurities concerning the device's warranty status, the proof of purchase is required.
- LANCOM Support will send you your RMA number. The RMA documents will be sent to you by e-mail or fax.
- A courier will deliver your exchange device. The defective device is also collected by a courier at a later date. When the defective device is picked up, please use the shipping documents enclosed with the RMA documents.
- You can configure the new device and start working with it immediately.

Terms of use

Per device for which you want to use a LANCOM Service Pack, a separate option and registration is required. After successful registration the used license number is no longer available for any additional device.



Multiple LANCOM R&S®Unified Firewalls in an HA cluster require only one Service Pack license.

Registration with LANCOM R&S®Unified Firewalls

Independent from the registration date of the LANCOM Service Pack, its runtime synchronizes with the runtime of the device license (full or basic). Due to this, the registration of the LANCOM Service Pack should take place at the same time when registering the device license (basic or full).

You can find detailed information about the registration of the LANCOM Service Pack in the chapter „Registering the LANCOM Service Packs“ on page 09.



All benefits of the LANCOM Service Pack are only valid after registration.

Registering the LANCOM Service Packs

Included with the LANCOM Service Pack is a proof of license. On it, a license number is printed. Using this license number, you can perform a one-time registration of the LANCOM Service Pack at LANCOM Systems.



A successful online registration validates the used license number of your LANCOM Service Pack. Please make sure that you want to use the LANCOM Service Pack definitely only for the specified device.

A later change to a different device is not possible.



Registration for the Service Pack for vProducts (vRouter & vFirewall) is currently not available through the registration form on the website. It can only be done manually by contacting the Service Team, by phone: +49 (0) 2405 / 49 93 6-210 or by e-mail: services@lancom.de.

Necessary registration information

Please have the following information at the ready for your online registration:

- The license number (from the proof of license)
- The serial number of the LANCOM device for which you want to register the LANCOM Service Pack.
- Your customer data (company, name, address, e-mail address).

Online entry of registration information

- Start a web browser and open the LANCOM website for option registration under www.lancom-systems.com/registration. If you want to register multiple licenses, you can do so by sending an e-mail to services@lancom.de.
- Enter the required information and follow the further instructions.
- A support PIN for telephonic support access will be sent to you within one workday (mondays to fridays).

Help in case of problems

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

Your documents

We recommend that you have all necessary documents to hand after activation by inserting and/or attaching all relevant information here.

Serial number

Note the serial number of your device

SN:

License key

Note the license key of the LANCOM Service Pack

No.:

Expiration date

Note the expiration date of the LANCOM Service Pack

Date:

Important information

Configuration backup



We recommend that you regularly make backups of your LANCOM device configuration. This avoids having to reconstruct the configuration of your device manually if it fails.

Information on backing up your configuration is available in the manual for your device which you can download from the download area of your device under www.lancom-systems.com.

LANCOM support

Installation Guide / Quick Reference Guide

If you encounter any problems when installing or operating your product, the included installation guide resp. quick reference guide may help you in many cases.

Online

The LANCOM Knowledge Base, with more than 2,500 articles, is always available via our website: www.lancom-systems.com/knowledgebase/

In addition you can find explanations of all features of your LANCOM device in the LCOS reference manual: 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/mylancom/

Support contracts

For customers with support contract the specified contract conditions apply.

Further information on this can be found under

www.lancom-systems.com/service-support/

Service for devices not under warranty

Further information on repair of devices not under warranty:

www.lancom-systems.com/service-support/support-warranty/repair-processing/

In individual cases and subject to availability a replacement by a similar device is potentially possible under special conditions. Please contact our service hotline by phone: +49 (0) 2405 / 49 93 6-210.

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