

# Technical Support Rules



# Technical Support Rules

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## General provisions

1. Definitions of the terms used in this document are available at <https://support.drweb.com/>.
2. Doctor Web confirms that:
  - it has its own technical support service, which consists of sufficiently qualified professionals who are able to provide users with comprehensive technical support for the full range of Dr.Web anti-virus software;
  - the number of professionals working in Technical Support Service is sufficient to provide the level of technical support purchased by Dr.Web software users;
  - technical support is available 24/7/365 if a user's Support Package entitles the user to such a support mode. In other cases, support is available during the week on business days from 9:00 to 18.30 MSK.
3. Support languages
  - **Russian** — the language used to communicate with Dr.Web Russian-speaking users.
  - **English** — the language used to communicate with all Dr.Web users, in addition to Russian-speaking users.
4. Forms of technical support
  - **Request** — the main way to contact the Technical Support Service. To contact the Technical Support Service, you need to **either** fill out a Request form **or** submit a request via My Dr.Web Portal.

! For Dr.Web business users, access to a [personal account area](#) is provided by the support service upon request. [Find out more about the Portal](#) >>

Requests sent by a Dr.Web user via the support form located at <https://support.drweb.com> or via My Dr.Web Portal are stored on the Doctor Web server while the corresponding Dr.Web license/sublicense is valid and for 60 days after it expires.

- **Phone call** — an auxiliary channel through which a Dr.Web user can contact the Technical Support Service. It can only be used if: a) the Dr.Web user cannot access the Request form, or b) the question is minor—for example, if Dr.Web licensing requires clarification or the user is having difficulty registering a Dr.Web serial number.
- **Self-support resources** — Dr.Web documentation, use cases, knowledge base, training courses, video tutorials, and other self-study materials. Links to resources are located at *My Dr.Web Portal for business users* and on our site in the *Support* section.

**!** Before submitting a request, Dr.Web users must make a reasonable effort to find the answer to their question in the self-support resources. Studying these materials often reduces and sometimes eliminates the need to contact the Technical Support Service.

## Types of technical support

### 1. Included in the license cost

Standard Technical Support Service is available to owners of all Dr.Web licenses/sublicenses, and it is included in the price of such licenses/sublicenses.

### 2. Paid technical support services

Paid technical support services include:

- **Coming soon!** Technical support in the **Basic**, **Enhanced** and **Maximum** packages.
- One-time technical support related to the installation, configuration and administration of Dr.Web software within the Dr.Web user's infrastructure.
- Virus-related computer incident (VCI) expert consultations (<https://antifraud.drweb.com/expertise/>)
- Analysis of malware of any complexity, potentially dangerous software or other software containing non-secure features.
- Other support services in accordance with the Technical Support Agreement.

The cost of the paid technical support is specified in accordance with the Technical support agreement.

## The right to technical support

User category	How Dr.Web works	VCI
Owners of active (valid) commercial licenses/sublicenses	+	+
Owners of non-activated commercial licenses/sublicenses (in case of registration problems)	+	–
Owners of trial versions for business use	+	+
Owners of a 3-month trial for home use	+	+

2. The Technical Support Service does not accept and does not process requests submitted by the following categories of Dr.Web users:

- Owners of expired Dr.Web commercial licenses/sublicenses.
  - Owners of a 1-month trial for home use or a 14-day trial for mobile devices.
  - Users of Dr.Web CureIt! for home use, Dr.Web LiveDisk, and Dr.Web for Android Light.
  - Users of free trial licenses; Licenses won at auctions and similar events.
  - Owners of Dr.Web beta versions.
  - Persons who use Dr.Web software without licenses/sublicenses or who have pirated licenses/sublicenses.
3. Technical Support Service specialists do not accept and do not process requests from the aforementioned individuals; instead they will be directed to use the self-support services on Doctor Web's site. These persons can contact the Doctor Web sales support service on issues that are within the scope of responsibility of our sales support specialists.

The right to receive technical support and to generate requests in the Technical Support Service belongs to anyone who has purchased a license/sublicense to use the Dr.Web software but has not yet activated it (regarding Dr.Web software installation issues), and to any Dr.Web user while their Dr.Web license/sublicense is valid and until the service limit (of the Paid support package purchased by the Dr.Web user) has been exhausted.

### **Contact person (user representative)**

1. Technical support is provided only to Dr.Web license/sublicense owners.
2. When an owner of a Dr.Web license/sublicense is a legal entity or an individual entrepreneur, all of the owner's employees for whom the My Dr.Web Portal for business Administrator has created accounts can serve as Representatives of that owner when contacting the Technical Support Service, as can individuals who indicate the corresponding registration information about a Dr.Web license/sublicense (user email address and Dr.Web serial number) in the Request Form. The number of such Representatives for one Dr.Web license/sublicense owner is limited by the terms of the Paid support package.
3. Before contacting Technical Support Service, the Representatives are obligated to study the documentation for the Dr.Web software in use, and they should be sufficiently qualified to use this Dr.Web software and to cooperate meaningfully with a Technical Support Service specialist or engineer. It is desirable that such a Representative study the corresponding [product training course](#) and take the certified [exam](#). A Technical Support Service engineer can recommend the study of Dr.Web training courses and documentation if, during the course of communication, it becomes obvious that such training has not been carried out.
4. The Representative should respond promptly to clarifying questions asked by the Technical Support Service specialist or engineer — during working hours (from 9:30 to 18:30 MSK for the Basic support package, and 24/7, if necessary, for the "Enhanced" and "Maximum" support packages if a "Critical" level incident occurs.

## Rules regarding submitting requests to Doctor Web's technical support service

### Technical Support Service request requirements

1. Requests should be submitted via the My Dr.Web Portal or via the [support request form](#) on Doctor Web's official site, after [signing in to a Doctor Web account](#). This lets users skip having to fill out some request form fields, and the system automatically knows whether the user has the rights to receive Dr.Web technical support and gathers the information about their licenses/sublicenses.
2. The Request with the attached Dr.Web license/sublicense, whose owner is a legal entity or individual entrepreneur, is submitted only by the Representative.
3. Depending on the situation, the following should be specified in the request to confirm the right to receive technical support:

Product	Confirmation
Electronic license purchased via the Doctor Web eStore or via the Allsoft.ru site	The Allsoft order number. It can be found: <ul style="list-style-type: none"> <li>▪ in the email sent by the store;</li> <li>▪ in the personal account area at allsoft.ru;</li> <li>▪ in the My orders service — if a purchase was made in the online store via a Doctor Web account, the order number can be found.</li> </ul>
Electronic license	The license's serial number and registered email address. <ul style="list-style-type: none"> <li>▪ If you've lost your serial number, you can recover it online.</li> <li>▪ If you've forgotten your registered email address, register your serial number again — an email containing the key file will be sent to your registered address.</li> </ul>
Boxed product	<ul style="list-style-type: none"> <li>▪ The license's serial number and registered email address.</li> <li>▪ A scanned copy of the license certificate from a box or a copy of the cashier receipt with the serial number printed on it.</li> </ul>
Dr.Web for Android purchased via Google Play	The order number and Gmail address. If your support request relates to unlocking the Anti-theft or recovering a Dr.Web for Android account, you will be asked to submit these <a href="#">documents</a> .
A Dr.Web Anti-virus service subscription purchased from a Doctor Web partner	ID агента Dr.Web (находится в программе <b>Dr.Web</b> → <b>Инструменты</b> → <b>Поддержка</b> → <b>ID Агента</b> ). Если ПО услуги не установлено, укажите поставщика услуги.

A Dr.Web Anti-virus service subscription purchased via the Doctor Web eStore (SCC)	The subscription ID can be found in the <a href="#">My subscriptions</a> section or the Allsoft order number (this data is not required when signing in to the request form via the <i>My Dr.Web Portal for subscribers</i> ).
Dr.Web vxCube	The login and password needed to access a Dr.Web vxCube personal account area (this data is not required when signing in to the request form via a Doctor Web account).

4. If your request is related to Dr.Web operational problems, compatibility issues between Dr.Web and other software, or malware attacks, you must provide the following information:

- the Dr.Web product name and its version number;
- your OS version.

So that a Technical Support Service engineer can undertake a high-quality analysis of an incident involving alleged Dr.Web software errors or a virus infection, you are required (if possible) to attach a Dr.Web for Windows report to the request.

If your request concerns compatibility issues between Dr.Web and third-party software, please submit this additional information:

- the name of the software Dr.Web has compatibility issues with and the software's version number;
- The Dr.Web product name and its version. Whether the Dr.Web product is certified;
- the name of other applications installed on your Dr.Web-protected computer and the operating system version;
- a description of the situation in which the compatibility issue occurs.

5. Regardless of the request's topic, the problem must be clearly and fully described, and users must specify what actions they are expecting the Technical Support Service specialists to take — i.e., a QUESTION MUST BE STATED.

6. To send a request, click on the Send button and wait until you see a notification advising you that your request has been accepted.

At this point, your request's creation is considered complete.

7. The response time is:

- from 48 hours — for Standard Technical Support;
- no longer than the period specified in the fee-based technical support package purchased by the user.

## Incident severity

1. The following incident severity types exist, depending on the degree to which Dr.Web's operation has been disrupted on a Dr.Web-protected computer:
  - ✓ **Critical** — the complete disruption of a protected information system or user object protected by Dr.Web, failure to fulfil basic business processes, and the presence of VCI that pose a threat capable of completely breaching information security in Dr.Web protected systems.  
Conditions that must be met in order for an incident severity level of "critical" to be assigned:
    - The Dr.Web user must show that incident severity critical-level signs are present (according to the definition specified above);
    - No immediately applicable workaround exists;
    - For their part, the Dr.Web user must assign a contact person (Representative) who is available 24\*7 and confirm that they are ready on their part to cooperate with the Technical Support Service within the response timeframe that corresponds to the critical level.
  - ✓ **High** — the disruption of the Dr.Web Software's main functions or total program failure; the main business processes are still being executed within the Dr.Web user's protected information system with no disruptions; also, VCI are not spreading widely (they remain local) in systems protected by Dr.Web Software.
  - ✓ **Medium** — the partial a disruption of Dr.Web Software's operation; all the main features work, but some restrictions may exist; the operation of the Dr.Web user's protected information system is not disrupted; also, problems installing Dr.Web Software.
  - ✓ **Low** — the situation is classified neither as a Computer Incident nor a VCI; requests concerning Dr.Web Software maintenance that are not related to the Critical, High, or Medium levels.
2. A Technical Support Service engineer has the right to decrease or increase the user-defined severity of an incident.
3. The response time to incidents according to their severity is specified in the paid support packages.

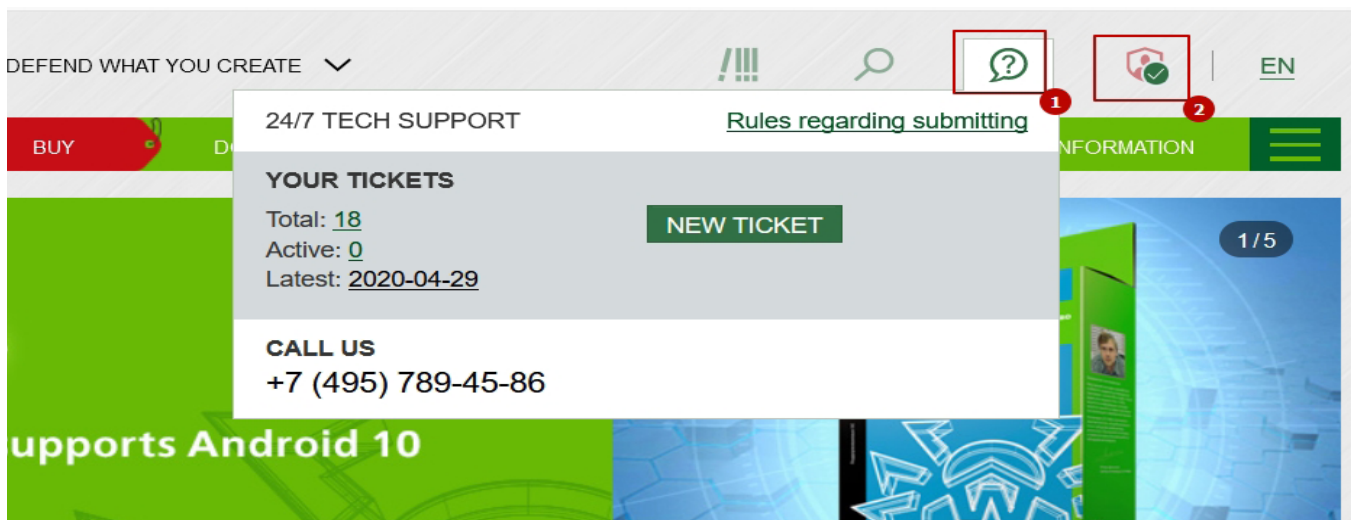
## Ticket-processing procedure

Immediately after sending the request, its Initiator will see an on-screen notification. In addition, a delivery notification about the request is sent to the email address specified in the request.

! Such a notification does not mean that work has started with a request. This notification email only confirms that the corresponding ticket has been created in the technical support tracker and the status New has been assigned to it.

4. A sent request becomes a ticket (a record in the technical support tracker)) with a unique number.
  - a. When a ticket's status changes, a request's status also changes.
  - b. The user can communicate with a ticket operator only by following the link from the tracker notification sent to the email address by the ticket's Initiator. The user should not reply to this notification.

A ticket can also be accessed via the *Contact us* (1) widget, after signing in to the Doctor Web site via the *Profile* (2) widget.



5. The Dr.Web user can add information or files to their request even if there is still no reply to the request. To do this, click on the ticket link found in any of the ticket status change notifications sent to the Dr.Web user to the email address specified by the ticket Initiator.
6. The time of the first response to a request depends on the support level provided in accordance with the Dr.Web user's license/sublicense or Technical Support Agreement.
7. A ticket operator (Technical Support Service specialist) is assigned to process the ticket.
8. When a ticket operator replies (or asks clarifying questions if the initial information provided was insufficient), the Dr.Web user is sent a corresponding notification to the email address specified by the ticket Initiator. The reply itself is not sent in the notification. To read it, the user must go to the ticket from the link contained in the notification.
9. After the operator responds, the ticket's status is *Awaiting response* — until the ticket initiator replies to the ticket operator or closes the ticket. Once every 24 hours, a reminder is sent to the ticket Initiator, telling them that they need to answer the ticket operator. To see which tickets need a ticket Initiator's reply, sign in to your Doctor Web account.
10. If necessary, a ticket operator can request additional information so that they can provide technical support and respond to a request. If the initiator of a request refuses to provide such information or provides incomplete information, the request can be closed and the technical support specialist can refuse to provide technical support because the request cannot possibly be resolved.
11. If necessary, a ticket operator can offer support services to a Dr.Web user in the form of the [Virtual support engineer](#) service, which permits technical support specialists to remotely connect to the Dr.Web user's computer/device. If a ticket's initiator does not want to use this service and the problem cannot be resolved in some other way, the technical support specialist has the right to close the ticket and refuse to provide technical support.
12. If the request is not within a Technical Support Service engineer's scope of competence and its solution requires the help of engineers from other Doctor Web services, the ticket operator must quickly forward the ticket to the appropriate service, inform the ticket initiator about this, and assign the ticket the appropriate status. The timeframe within which the other services respond is not regulated unless specified in the corresponding Technical Support Agreement.



13. If, as a result of processing a request, it is decided that an urgent release of virus database and version/software module updates is needed, the ticket operator must inform the user of the approximate timing of this release.
14. A ticket can be closed by its operator or its initiator. When closing a ticket, the ticket's initiator can rate the work of the ticket operator. The automatic closing of a ticket can occur if within 10 days, the ticket initiator does not respond to the ticket operator or fails to close the ticket. Automatic closing is not available in the "Enhanced" and "Maximum" packages. A closed ticket ceases to be active. The user can view that ticket, but they cannot reopen and continue communicating within that ticket with the Technical Support Service specialist. If you have new questions on the topic of a closed ticket, create a new ticket and specify the number of the previous ticket.
15. It is possible to leave a ticket open and postpone any work on it for an indefinite period. If a ticket Initiator needs to do that, they must inform the ticket operator about this, and the latter will specify the appropriate status in that ticket. The ticket will remain open for an indefinite period; in this ticket, the user will not be sent any reply-needed notifications.
16. A ticket initiator can complain about a ticket operator if, in their view, they received inappropriate technical support services. To do this, the ticket initiator should create a new request and select the subject *Feedback/offers*. Such requests will be processed by the manager of the Technical Support Service department.
17. The Dr.Web user's request archive is available in their personal account area via the *Contact us* widget. Requests submitted by Dr.Web business users are stored indefinitely. For Dr.Web home users, the time period in which requests can be accessed corresponds to the term of their license/sublicense and for another 60 days after its expiry.

**The list of Standard Technical Support services** included in the cost of all Dr.Web licenses

1. Consultations on installing, configuring and using the Dr.Web software, including solving real and reasonable tasks set forth by the user, and explaining Dr.Web's operational nuances. Such assistance is not analogous to being trained in the use of Dr.Web products.
2. If a user detects Dr.Web software defects or malfunctions in the operation of third-party applications or system software due to the Dr.Web software presumably impacting their operation, and if that is confirmed by the results of an analysis undertaken by the Technical Support Service specialists:
  - possible workarounds for solving the problem are searched for and proposed;
  - new Dr.Web software versions, including appropriate corrections, are released and provided;
  - patches for individual components of the Dr.Web version in use are released and provided.
3. Troubleshooting for signs of a VCI, which includes:
  - analysing VCI information (logs, sample files, etc.) with the goal of detecting malware;
  - if software containing malware features is detected but has not been detected by anti-virus solutions as malware—updates for the virus databases or other Dr.Web components that detect and neutralise the corresponding threats (except for certified versions) are released and provided;
  - recommendations are offered with regards to neutralising the consequences of the VCI;
  - recommendations on how to prevent VCIs from occurring again in the future are provided.

4. Analysis of a suspected false positive that the Dr.Web Software has detected on software that may not be malware. Responding to Dr.Web software messages about a false negative reaction to software that may be malware. If a false positive is confirmed, updates for the virus databases or the other Dr.Web components that will eliminate such a reaction are provided.

5. Suggestions to change, extend, etc., the Dr.Web software's features and its documentation are received and passed along to the Dr.Web software developers.

! If the [support term for a Dr.Web version](#) has expired or the level of support under the license/sublicense belonging to a given Dr.Web user does not include Dr.Web update releases, the user will only be prompted to download the latest Dr.Web software version.

5. The Standard Technical Support offered depends on the Dr.Web software product/version lifecycle.

### Dr.Web software product/version technical support lifecycle

1. The product/version lifecycle has start and end dates.
2. The lifecycle start date of an *uncertified* is the official release date, starting with which:
  - the distribution is made available for download;
  - technical support is available to users.
3. The lifecycle end date of an *uncertified* product/version coincides with the date on which the developer discontinued support for a specific version. In this case:
  - the distribution becomes unavailable for download;
  - virus database updates are no longer released;
  - no technical support is available.
4. The support lifecycle for a *certified* product/version starts on the date that the respective certificate becomes valid. Information about certificates is available in the [Licenses and certificates](#) section on the Doctor Web site.
5. Unless stated otherwise, a *certified* product/version support lifecycle ends 12 months after the respective certificate has expired.
6. Product/version lifecycle end dates are published on [Doctor Web's official site](#).
7. These dates are reviewed annually and are subject to change. Official statements about changed dates are published in the News — [Dr.Web products](#) section on the [Doctor Web site](#).
8. A support lifecycle is divided into the following phases.
  - **Full** phase — updates affecting all aspects of the product/version's functionality are released. Technical support is provided only for the latest version.
  - **Limited** phase — only updates patching critical vulnerabilities in the product/version are released. A product/version automatically enters this phase after a newer version has been released. The duration of this phase is 12 months.
  - **Basic** phase — only virus database updates are released for the product/version.

! Due to legal restrictions, all [certified products](#) go through the Basic phase only.

When a Dr.Web software version reaches the end of the Limited phase, it then switches to the Basic phase. The Basic phase for products/versions that *have not been certified* continues

for 36 months. The Basic phase end date for *certified* versions coincides with the end of the complete support lifecycle for that product/version.

- The Special phase is in effect throughout the entire technical support period as stipulated in the Technical Support Agreement (if this period is provided under the agreement).
9. Doctor Web strongly recommends that products going through the Limited and Basic support phases be upgraded to the Dr.Web products/versions, for which Full support is available.
  10. If a Dr.Web user contacts Doctor Web about an issue affecting a software version whose support lifecycle is going through the Limited or Basic phase and the issue has already been fixed in a fully supported Dr.Web version, the user will be advised to upgrade their software to the newer version. The same recommendation will be made to a user when a compatibility issue between Dr.Web and other software cannot be resolved or if the Dr.Web software's design prevents an error fix from being applied to the application.
  11. When contacting the Technical Support Service to request our specialists' assistance in using *certified* Dr.Web software, the user may be advised by the technical support specialists to choose from the following options:
    - a) switch to the current *non-certified* Dr.Web version at the Full phase;
    - b) wait until the next Dr.Web software version (containing the correction associated with this request) is certified.

The list of technical support services available for a Dr.Web software version depending on its lifecycle phase:

<b>Lifecycle phase</b>	<b>Full</b>	<b>Limited</b>	<b>Basic</b>	<b>Special</b>
Consultations	+	+	+	+
Release of new product versions	+	—	—	+
Release of version upgrades, including hotfixes to correct defects	+	-/+	—	+
Release of updates for virus databases, including hotfixes to eliminate false positives, for example.	+	+	+	+
VCI diagnostics	+	+	—	+

+/- — *technical support is provided at the discretion of Doctor Web.*

## Denial of technical support services

Regardless of the support package, a ticket operator has the right to refuse to provide technical support services for a Dr.Web user in the following cases.

1. The Dr.Web license/sublicense, specified in the request, is blocked for piracy or owned by another Dr.Web user.
2. An issue described by Dr.Web user is unrelated to Dr.Web software.
3. Doctor Web does not consider the issue described by the Dr.Web user to be a problem. Or when the Dr.Web user has considered a documented Dr.Web software feature necessary for ensuring a high level of protection to be a disadvantage/problem.
4. The issue described by the Dr.Web user cannot be reproduced in lab-created conditions—using data provided in the request or in other ways, including due to the fact that it cannot be reproduced for Dr.Web product/software versions at the stage of the Full support lifecycle.
5. A correction of a defect detected by the user in the Dr.Web software cannot be moved (backported) to the current Dr.Web version due to architectural features or because the user's current version does not have the Full support level.
6. The Dr.Web user refused to provide the additional information required by the operator to analyse the problems on the basis of the principle of expediency and sufficiency.
7. The user has refused to take advantage of the Virtual Support Engineer service when the problem could be solved only by remotely accessing the Dr.Web user's computer system.
8. The Dr.Web user (the ticket initiator) does not respond to the ticket operator's questions within a reasonable timeframe.
9. To solve the problem, an adjustment must be made to a Dr.Web version with an expired lifecycle or when at a Basic or Limited support level.
10. The problem is connected with the operation of third-party software and cannot be solved by the Technical Support Service within the framework of Dr.Web technical support. In order to study the problem, the third-party software's features must be thoroughly investigated—this is not included in the list of questions addressed by Doctor Web's technical support and Technical Support Services, so the Dr.Web user will be advised to avoid using third-party software that causes conflicts when Dr.Web is protecting a system.
11. The Dr.Web software is used on devices/equipment whose technical specifications do not meet the requirements specified in the Dr.Web documentation.
12. Paid technical support has not been paid for by the Dr.Web user.
13. The user's request to the Technical Support Service is compiled in an incorrect (disrespectful) format or uses profanity or contains other signs that violate the norms of current Russian legislation. Such requests are closed by the ticket operator without explanation.
14. The problem described by the Dr.Web user is due to the user incorrectly interpreting and/or applying the Dr.Web software documentation or other instructions, including recommendations made by the Technical Support specialists.

## Final provisions

1. Doctor Web reserves the right to make changes to these Technical Support Rules without giving prior notice to Dr.Web users. The latest version of this document is available on Doctor Web's official site at <https://support.drweb.com/rules/>.
2. Doctor Web is not and shall not be held responsible for technical or other failures (flaws, actions or inaction, etc.) of an Internet service provider and other parties involved in providing the Dr.Web user with Internet access and telecom networks—this includes when a request cannot be submitted to the Technical Support Service due to the failure to become familiar with this document.



© Doctor Web Ltd.,  
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Doctor Web is the Russian developer of Dr.Web anti-virus software.  
Dr.Web products have been developed since 1992.

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