

SCOPE OF SUPPORT

GENERAL INFORMATION

The following document outlines the scope and limitation of support provided for each product that LuxCloud offers. Because cloud services by nature rely on a combination of customer-supplied client software (browser, backup client, etc.) and third-party products, it is important to define what is included in the support provided by LuxCloud and what is the responsibility of the customer and/or third-party software vendors.

In general, our technical support includes:

- Guidance on installation
- An overview of application features
- Troubleshooting of any errors within the applications

HOSTED Service Scope

Common Services. We actively monitor and ensure that all basic services, such as email, FTP, SSH, web server, and the control panel, are working. If you inform us that a service is not working, we will manually check to make sure it is working as intended. Faster deals E-signature option provides faster turnaround times on agreements and offers extra convenience for signers and signees.

Server Software. We will maintain and secure all software that resides on a server, such as Apache, MySQL, and PHP. We will control and determine the version and configuration of software on our servers. As a result, the software we have installed may not always be the latest version available or be compatible with your own software.

Hardware. We will monitor and maintain all of the server hardware. In the event of a hardware failure, we will replace any faulty hardware as soon as possible.

End-of-Life. We will maintain an up-to-date list of supported Services and End-of-Life schedules on the LuxCloud Support site: <http://www.luxcloud.com/support/lifecycle/>.

The **Hosted Service Scope** applies to the following products:

LuxCloud Hosted Services	
SpamExperts	NG Linux Hosting
Hosted Exchange	Drupal/Joomla/WordPress/Magento/ECwid/SugarCRM
Hosted SharePoint	Domain name registration
Office Web Apps	DNS Hosting
Skype for Business	Partner Portal
Open-Xchange	CSL API
Dynamics CRM	Customer Control Panel (ODIN Service Automation)

Our Service SLA's cover support that is provided by LuxCloud 2nd level (partner support) and 3rd level (sysadmin) support. In rare cases however we will need external or supplier support in order to solve an issue. In those cases, the service SLA is suspended as the guarantee we can give on our availability and target response times cannot automatically be extended to suppliers or 3rd party experts. We naturally seek partnerships with suppliers that have a high level of service, but in case of open source software or specific cloud solutions for verticals it is not always possible to have such an agreement.

EXTERNALLY HOSTED Service Scope

Supported Versions. LuxCloud will provide support only for the versions of the product specified in the product documentation or as specified at the time of purchase. Any changes in the versions supported will be announced in advance through notifications sent by email and posted on the LuxCloud website.

New Versions – Third-Party Software. For third-party software, as new source releases of the software may become available continuously, LuxCloud will support some or all of these versions at LuxCloud's discretion. When a new version becomes supported by LuxCloud, LuxCloud will announce such coverage in the release documentation for the LuxCloud product in use (Plesk, Virtuozzo, Service Automation Products, etc.)

Platforms Supported. LuxCloud supports use of our products only on the platforms (hardware and Operating Systems) specified in the Release Documentation for each LuxCloud Product. LuxCloud will maintain a list of these platform requirements, for each product, on the LuxCloud Support site.

The **Externally Hosted Service Scope** applies to the following products:

Externally Hosted
Open-Xchange (OX Hosted)
SharePoint (Microsoft Hosted)
Exchange Online (Microsoft Hosted)
Office 365 (Microsoft Hosted)
Dropmysite
Soshlr
Audriga
MigrationWiz
Acronis Backup Server/Desktop
Basekit

Which browsers are supported?

Most LuxCloud services provide some form of browser access to the application. Browsers are supported natively (as of October 2015) unless stated otherwise in the terms and conditions for a specific product:

- Google Chrome 5+
- Firefox 3.5+
- Safari 3+ (Mac, Windows, iPhone, iPad)
- Internet Explorer 10+
- Opera

Note: Please be sure to enable all cookies in order for the system to work correctly.

What types of support are excluded?

The following are excluded from LuxCloud's support obligations:

- Troubleshooting client system stability, performance or other client side problems
- Troubleshooting operating system issues, firewall, antivirus, permissions, etc.
- Troubleshooting connectivity issues (local area network, Internet)
- System Recommendations
- System/Server administration activities
- Defects in the usage of the cloud software due to hardware malfunction, abuse or improper installation of client applications and hardware
- Virus Infections
- Any version of the Client Software for which Support services have been discontinued by LuxCloud as documented in the LuxCloud End of Life Policy
- LuxCloud Support excludes training, customization, integration and any issues arising from non-standard usage of the Service
- Local (on-site) installation services
- Consulting services to install or resolve issues not specific to the LuxCloud Services
- Hands-on deployment and installation
- Assistance with setting up a network
- Assistance with setting up an Internet connection
- Website design issues and customization
- Web development and plugin customization
- Debugging custom code written to interact or work with a LuxCloud service
- Search engine optimization (SEO)

Other points excluded are:

- Client is fully responsible for the installation and operation of any and all scripts and applications installed on Client's account.
- Troubleshooting or providing any support relating to malfunctioning scripts or applications. Client is responsible for maintaining the latest version of any and all installed scripts and applications. Client is responsible for the security of all scripts and applications installed on Client account. LuxCloud does not provide security auditing or disinfection of exploited software or accounts. If Client needs support regarding a specific script or application, we advise Client to contact the software vendor's support resources and Google to assist Client with any third-party script or application-related issues. **This is a policy we must strictly adhere to.**
- LuxCloud does not provide forensic analysis of application exploits as part of "Technical Support". If Client suspects that their application has been compromised or exploited, or Client is notified by our staff that the account has been compromised, Client is fully responsible for determining the attack vector and any exploited files that may exist on their account.
- 99% of all exploited accounts are due to outdated software installations with known exploits in the wild, such as WordPress installations and plugins. If Client finds that their account has been compromised it is best to assume that all files on the account have been exploited. Once an account is compromised the attacker will have full access to all files on your account including add-on domains. Backdoors are often placed in a variety of areas of your account to allow the attacker to regain access if Client simply fix the attack vector (by upgrading your software). The attacker will simply use the backdoors placed on your account to regain access and exploit the files once again or do additional damage.
- LuxCloud recommends restoring the account from Client's most recent backup that has not been compromised and immediately updating all software, plugins, extensions or other code that may have updates available. Unfortunately, simply upgrading an outdated installation on one domain does not mean that Client has cleaned the exploit from Client's account as many exploited files and 'backdoors' may exist across any and all domains on the account. If Client would like our Administrators to assist them with regards to exploits Client can open a ticket with our Paid Support department where we can perform a one-hour analysis of the account at our Paid Support rate of €150/hr. At that point LuxCloud can provide you with additional guidance, which will almost always be to restore your account from the last known uncompromised state and immediately upgrade all software associated with the entire account.
- It is expected that Clients have a basic understanding of Internet concepts such as DNS, email, and FTP.

- Clients are responsible for maintaining current backups of their data. LuxCloud maintains our own backups in the event of a disaster, however, we do not guarantee the availability or restoration of any lost data.
- A DNS zone file converts Client's IP address to their domain name. Clients can modify A, CNAME, MX, TXT, and other records for their domain's zone file from the customer control panel (CCP).
- Clients are responsible for using the supported services provided by Client's registrar for anything related to their domain name. If you choose not to use our nameservers, you are responsible for modifying your DNS records to point to your IP address, which can change without notification.
- LuxCloud can change the primary domain name associated with Client's account, however, Clients are responsible for modifying any and all path names in any scripts or applications to reflect this change.
- We can assist you with the most basic settings for an email account with your preferred mail client, such as Microsoft Outlook or Apple Mail. However, we cannot assist you in any advanced configuration or troubleshooting, such as spam filtering.
- LuxCloud cannot provide extensive troubleshooting relating to the advanced configuration of Clients FTP software. We will do our best to help you make a connection to your account.