Corero Network Security

Product Support Guide

January 2026

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Introduction

This Product Support Guide is designed to help Corero customers understand the services and terms associated with Corero products.

Service Principles

Customer delight is a top priority at Corero and we are driven by the following core principles, which ensure customers receive the best possible experience:

- Empowered SOC engineers to resolve issues quickly
- Customized rules of engagement to meet individual customer requirements
- Continuous investment in SOC engineer training to maintain world class technical staff

Corero Support

Support Overview

Corero's Security Operations Center (SOC) combines state-of-the-art monitoring and reporting technology along with highly experienced engineers to support customers before, during and after an Incident or a network attack.

Corero offers 24x7x365 Hardware and Software Support for the Corero SmartWall® ONE solutions ("SmartWall ONE") via the following methods:

- Telephone: +1.978.212.1500, option 2
- Email: support.portal@corero.com
- Support Portal: https://support.corero.com

Assistance is provided on a per-product basis and only for products which have an support contract.

Support contracts can be renewed at any time prior to the End of Service Contract Renewal date. Renewal coverage will always start from the end-date of the previous service term, which requires the start date to be back-dated in the event of delayed renewals.

Services Summary:

Corero provides a wide range of services from Mitigation Services, Support Services, Professional Services and Training. Below are the services which are available through Corero:

- **Hardware Warranty:** 12 months from date of shipment.
- **Software Warranty**: 90 days from date of shipment.
- **Support, Maintenance and Updates (SMU):** Access to Hardware Support and Software Support 24x7x365, as well as Maintenance, Minor and Major Software Releases.
- **Support, Maintenance, Update and SecureWatch Maintain (SMUM):** Access to Hardware Support and Software Support 24x7x365, as well as Maintenance, Minor and Major Software Releases. Includes SecureWatch Maintain service, as described below.

- **Advanced Hardware Replacement** (AHR): Hardware Support with Next Business Day shipping of a replacement unit in advance of the return of the defective unit.
- **SecureWatch Maintain Service:** System monitoring and upgrade assistance - Applicable for all SmartWall ONE products, excluding Service Portal.
- **SecureWatch Managed Service:** Premium DDoS monitoring and mitigation managed service.
- **SecureWatch Attack-Time Service:** Premium on-demand DDoS mitigation service.
- **Deployment Services:** On-site or remote deployment services.
- **Professional Services:** On-site or remote professional services.
- **Training:** On-site or remote training services.
- **Out of Warranty Repair Service:** Repair of Hardware out of warranty and not covered by an active AHR contract.

Services Program Comparison

The following table compares the features of the different programs.

Warranty, Support, and non-Mitigation Services Programs

	Hardware Warranty	Advanced Hardware Replacement and Warranty	Software Warranty	Software Subscription Service (part of SMU & SMUM)	SecureWatch Maintain (part of SMUM)
Customer Support Access					
Support 7x24 via web-based tracking and ticketing	Y	Y	Y	Y	Y
Hardware Support and Software Support via telephone, Mon-Fri, 8am-5pm EST	Y	Y	Y	Y	Y
Emergency telephone support out of hours	Y	Y	Y	Y	Y
Hardware Repairs					
Unit repaired or replaced	Y	Y	-	-	Y*
Door-to-door delivery of replacement hardware	Y	Y	-	-	Y*
Next business day shipment for hardware issue ahead of return of damaged unit to Corero	-	Y	-	-	Y*
Software Maintenance					
Entitlement to Maintenance Software Releases	-	-	Y	Y	Y
Entitlement to all Major Software Releases and Minor Software Releases	-	-	-	Y	Y
Access to Corero Knowledgebase	-	-	Y	Y	Y
Email product advisories notifications	-	-	-	Y	Y
Maintain Security Services					
Ongoing maintenance/installation of Software and security updates	-	-	-	-	Y
Proactive system monitoring (faults, performance, security events)	-	-	-	-	Y
Remote monitoring of fan and power supply unit with escalation to AHR if a hardware problem is detected. (Requires AHR contract)	-	-	-	-	Y
Providing system health status report / dashboards	-	-	-	-	Y
Email Threat Update Security advisory notifications	-	-	-	-	Y

* SMUM service creates a Hardware issue alert and associated Support Case, it does not imply AHR or warranty liability.

Managed and Other Services Programs

	SecureWatch Attack-Time - 4	SecureWatch Attack-Time - U	SecureWatch Managed-FMS	Professional Services (Prof, SID, SED)	Training
Managed Security Services					
24/7 access to SOC engineers	Y	Y	Y	-	-
Corero SOC proactively monitors Customer Security Events	-	-	Y	-	-
Security optimization	Y - Annually	Y - Annually	Y - Quarterly	Y**	-
Customer requested Incident response by SOC engineers	Y – up to 4 times per year	Y – Unlimited times per year	Y - Unlimited	Y**	-
Real-time DDoS Incident response by SOC engineers (Continuous analysis of security events for attack detection and mitigation)	-	-	Y - Unlimited	-	-
Post-Incident report for tuning security configuration (assessment & recommended preparation for possible future attacks)	-	-	Y	-	-
Regular security reports for tuning and optimization based on trends	Y - Annually	Y - Annually	Y - Quarterly	Y**	-
Custom Security Services					
Enabling standard reports	Y	Y	Y	Y**	-
Customer requested custom application developments	-	-	-	Y**	-
Custom Security Attack Vectors	-	-	Y	Y**	-
Custom Dashboards / Reports / Alerts	-	-	-	Y**	-
Deployment Services	-	-	-	Y**	-
Onsite or Remote Training	-	-	-	-	Y

y** = Professional Services requires a purchase order and an agreed Statement of Work prior to delivering service.

Services Program Details

A summary of each of the services is set out below:

Hardware Warranty - standard
Each unit shipped comes with a standard Hardware Warranty. Key features include:

- No additional charge for Hardware Warranty
- Term is 12 months from date of shipment
- Support 7x24 via web-based tracking and ticketing
- Unit repaired or replaced
- Reseller or customer must obtain an RMA via the Corero Support Portal and ship the equipment using Corero provided pre-paid logistics paperwork to the designated Corero's facility
- Door-to-door delivery of repaired / replacement hardware at Corero's expense
- Standard repair time is 15 business days from the day unit is received at Corero's repair center
- For DOA equipment (30 days from ship or within 2 weeks of installation), an RMA must be obtained via the Corero Support Portal. Corero will advance ship a replacement unit(s).

Software Warranty - standard
Each Product shipped comes with a standard Software Warranty. Key features include:

- No additional charge for Software Warranty
- Term is 90 days from date of shipment
- Support 7x24 via web-based tracking and ticketing
  Entitlement to Maintenance Software Releases

Support, Maintenance, Updates and/or Maintain
Corero Customers must maintain an active annual support (SMU or SMUM) contract for each deployed Product.

- **SMUM** – Support, Maintenance, Updates and Maintain contract

  1) **Support** – Access to:
     - (i) Hardware Support and Software Support, via phone or customer web portal
     - (ii) Documentation, software release notes, configuration and deployment guides via the customer web portal
     - (iii) Corero Knowledgebase Articles via the customer web portal
     - (iv) Threat Update Security Advisories posted on the Corero website at https://www.corero.com/support/#Security_Advisories
  2) **Maintenance** – HotFix and Maintenance Software Release updates.
  3) **Updates** – Minor and Major Software Release updates.
  4) **Maintain** – Customers with an active SMUM contract receive the following SecureWatch Maintain services delivered by the Corero SOC where applicable:

     - Installation of Software Updates for all deployed and covered Corero Products
     - Initiation of the Advanced Hardware Replacement (AHR) process, in the event of a hardware failure, if the Customer has subscribed to AHR services
     - An active Splunk license for the SecureWatch Analytics application. Without a valid SMUM contract, customers are required to purchase their own Splunk license to enable the SecureWatch Analytics application

SecureWatch Managed Services (recommended)
In addition to the SecureWatch Maintain services (part of the SMUM) contract), customers with an active SecureWatch Managed contract can receive proactive defense configuration optimization, monitoring and response services delivered by the Corero SOC, before, during and after an attack depending on the chosen Service Level.

- SWM-FMS: SecureWatch Fully Managed **Unlimited Incidents** Proactive Service per 12-month period.

- SWAT-U: SecureWatch Attack-Time **Unlimited Incidents** On-Demand Service per 12-month period.

- SWAT-4: SecureWatch Attack-Time **4 Incidents** On-Demand Service per 12-month period.

Advanced Hardware Replacement (recommended)

Advanced Hardware Replacement provides assurance for those customers with mission-critical networks, or those without spare units onsite, who need to minimize network downtime. With this support, Corero advance-ships replacement hardware within a specified response time before the faulty hardware is returned to Corero. Key features include:

- Support 7x24 via web-based tracking and ticketing
- Hardware Support for hardware issues via telephone or web portal
- Unit replacement
- Door-to-door delivery of replacement hardware
- Same business day shipment for hardware ahead of return of faulty unit to Corero (RMA order must be processed at depot by 3pm US Eastern Standard Time*)

* Excluding Corero company holidays (which include US public holidays) – orders will not be processed until next business day after the company holiday.

Out of Warranty Repair Service (optional)

This is available for hardware not covered under an active Hardware Warranty or Advanced Hardware Replacement program.

- The cost for this service is published in Corero's official price list.
- Reseller or customer pays shipping charges for defective unit(s) to be shipped to designated Corero location.
- Standard repair time is approximately 15 business days after receiving defective product.
- Corero will pay for the shipping of unit(s) to reseller or customer.

Deployment Services (recommended)

These services provide customers with additional support to efficiently deploy and configure the SmartWall ONE solution.

Professional Services (optional)

Professional Services provide customers with the ability to customize the SmartWall ONE solution. This includes custom Security Optimization services, custom Analytics Reports, Alerts and Dashboard creation and custom orchestration scripting.

Training (recommended)

Corero develops and delivers courses for end users and partners. These courses have been developed in a modular form and are offered at Corero's training facility, at the customers site, or other locations. The training schedule is available on the Corero website https://www.corero.com/support/training/

Support Hours

Corero's SOC maintain a 24x7x365 follow-the-sun support model.

If for any reason the direct telephone number is not available at the time of calling, a message can be left at +1.888.324.1246 and a support representative will return your call as soon as possible.

Opening a Support Case

When opening a support case, customers will need to provide the following information:

- Company name
- Contact name
- Contact email
- Phone number
- Product serial number or SecureWatch Package ID
- A brief description of the problem

Customers can open a case by contacting the Corero SOC via telephone, email at support.portal@Corero.com or via the Corero support portal. Each case is entered into Corero's tracking system, with a unique identifying number. The SOC engineer assigned to the case will advise on next steps and whether additional information is required to help resolve the case.

New users must register for the Corero Support Portal access at https://support.corero.com and selecting the 'Sign Up' option.

Support Services Severity Classifications

Corero has established a classification structure for support requests based on the severity of the case. These severity classifications help Corero categorize and prioritize the requests. The severity classification is assigned by customer, based on the following criteria:

Priority 1

- Catastrophic impact to mission critical functionality
- Total loss or continuous instability of mission critical functionality
- Critical traffic impact, major loss of connectivity or vital security flaw
- Creation of a hazard or an emergency

Priority 2
- Significant impact to mission critical functionality
- Serious loss or frequent instability of mission critical functionality
- Inability to deploy a feature that is not currently relied upon for mission critical functionality

Priority 3
- Minimal impact to major business operations
- Occasional or intermittent instability of core functions
- Limited traffic impact, loss of connectivity or security exposure

Priority 4
- Cases involving minor defects to Hardware, documentation, service, information requests or configuration assistance

The chart below uses the following terms to illustrate the SOC timeline for handling requests with priorities defined, as above:

	Case Update and Communication Goals			
	Priority 1	Priority 2	Priority 3	Priority 4
Response Goal The average time to identify the issue and suggest a resolution, within the defined severity level category.	4 hours	8 Hours	24 hours, or next business day	24+ hours
Case Updates The case request is updated as new information is discovered or identified (such as the cause of the problem or estimated time to repair).	2 hours	4 Hours	8 hours or as desired	Best effort

Return Material Authorization (RMA)

Once a support case is opened using the methods explained earlier, the SOC engineer will perform a series of steps to diagnose the issue and restore the device to its normal operation. However, if the SOC engineer is unable to recover the device and determines the issue is caused by hardware failure, the customer will be informed. If the unit is (i) under Hardware Warranty or (ii) covered by a valid AHR contract, the unit must be returned to Corero using the RMA process as set out below.

To initiate the RMA process for a defective Hardware unit (which is under Hardware Warranty or covered by an AHR contract), the following procedure should be used:

1) Log into the Support Portal
   a) Open a new case
   b) Enter the serial in the summary field and a description of what is wrong with the unit(s)
   c) Subject line = RMA Request
   d) Select Priority
2) After Saving the case, add additional required information in the Comments field
   a) Shipping address
   b) Contact name, email address
   c) Serial number of unit(s)
   d) Current Software Revision
3) A SOC representative will promptly accept the Support Case / determine if unit(s) is defective.
4) The Support Case will then promptly be forwarded to the RMA Coordinator.
5) The RMA Coordinator will verify contract status and issue the RMA.

The defective unit(s) is required to be shipped in the original packaging, using Corero provided pre-paid logistics paperwork to the designated Corero facility.

Technical Problem Escalation

Corero's internal escalation process rapidly resolves issues by using the automated alerting functionality within the Support Portal. In addition to SOC engineers, Corero has Product Leaders for the support of escalated customer cases. In addition, Corero has established timetables for Corero management and sales management visibility of cases and alerts.

Escalation Plan

Corero's pro-active escalation plans allow rapid response to problems with support from the Corero engineering support teams where appropriate. The engineering support team provide in-depth Product knowledge as well as broad networking technology knowledge. Product team leaders are appointed to coordinate teams and ensure cases move forward or are escalated to higher levels of priority. Regardless of the team composition, a customer will have at least one SOC engineer following their case to resolution.

Corero Software Lifecycle

Corero customers with active SMUM contracts are eligible for Software Updates including Major Software Releases, Minor Software Releases and Maintenance Software Releases as described below:

Software Classifications

Corero Software Update include:

- **Major Software Release** – a new base version of software that contains significant new functionality and/or level of performance. A Major Software Release is generally identified by the first number that appears to the left of the first decimal point in a version number. A Major Software Release shall also include any new or modified Documentation.
- **Minor Software Release** – a modification to enhance or update a Major Software Release which may include minor functionality upgrades and bug fixes. A Minor Release is generally identified by the number to the right of the first decimal point in a version number. A Minor Software Release shall also include any new or modified Documentation.
- **Maintenance Software Release** – software release consisting of one or more bug fixes. Maintenance Software Releases tend to follow Major or Minor Software Releases within 90-120 days of first shipment. Bug fixes from Maintenance Software Releases are 'rolled up' into subsequent Major and Minor Software Releases.

Designator	Release Type	Description	Example
X.YY.ZZ.nnnn	Major	Significant new functionality and/or performance levels	v**8**.17.1 -> v**9**.1.0
X.**YY**.ZZ.nnnn	Minor	New and/or enhanced functionality	v9.**1**.0 -> v9.**2**.0
X.YY.**ZZ**.nnnn	Maintenance	Fixes for known issues and may include minor enhancements	V9.1.**0** -> v9.1.**1**
X.YY.ZZ.**nnnn**	All	Specific build ID for the released version of software	V9.1.0.**0243**

Software Lifecycle

Corero's Software lifecycle phases include:

- **Beta** – A Beta version provides customers with early access to new capabilities for evaluation purposes
- **LA** – A Limited Availability version has completed full QA and Beta, but has limited deployment in the field
- **GA** – A General Availability version has completed full QA, Beta and early field exposure and is considered a fully stable version

The following illustrates Corero's overall Software lifecycle, including typical timelines for each phase:

Beta	Limited Availability	General Availability	Maintenance Release	Minor Release	Maintenance Release	Minor Release	Retirement Date	End of Maintenance	End of Support
1-3 Months	1-3 Months	1-3 Months	3-9 Months	1-3 Months	3-9 Months			12 Months	12 Months

Major Software Version Retirement Policy

Once a Major Software version for a Product reaches the GA status, the previous version is retired (Retirement Date milestone).

For the first 12 months following the retirement date, Corero will provide Hot Fixes for critical bugs reported via the Corero Support Portal and telephone support.

12 months after a software version is retired, it reaches the End of Maintenance milestone and Corero will no longer develop, repair, maintain, or test the retired software version. At this point, telephone support is available for a further 12 months.

Two years after a software version is retired, it reaches the End of Support milestone and is no longer eligible for further support.

Minor Software Version Retirement Policy

Once a new Minor Software version for a product reaches the GA status, the previous Minor Software version is retired (Retirement Date Milestone).

Fixes for critical bugs discovered in a retired Minor Software version will be provided via the latest release of the Major Software version to which that Minor Software version belongs, for up to 12 months, or until the Major Software version to which that Minor Software version belongs reaches its End of Maintenance milestone (whichever occurs first).
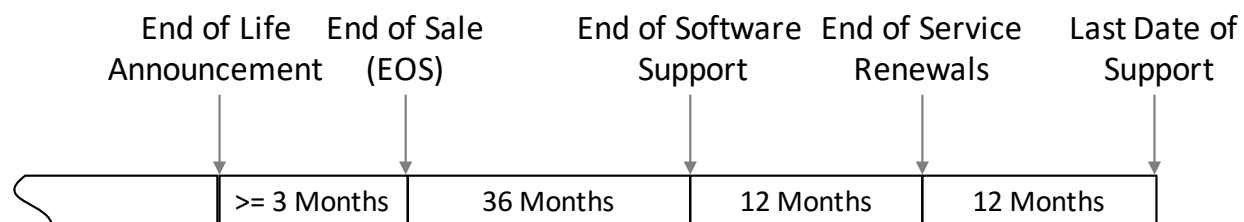
Corero Product End-of-Life Policy

Products will eventually reach their natural end of life, for multiple reasons – including new and better technologies becoming available, market demands, or critical components no longer being available. This is part of any technology product's lifecycle and it is Corero's goal to make this process as seamless as possible for customers and partners, providing as much visibility as possible into what can be expected during this process.

Corero's general policy guidelines are as follows:

- At least 3 months' notice prior to a product's end of sale will be provided, at which time the product will no longer be available for order.
- Hardware Support will be available for a period of 5 years following the End-of-Sale date, provided a valid SMUM contract is maintained on the product.
- Software Support will be available for a period of 3 years following the End-of-Sale date, provided a valid SMUM contract is maintained on the product.
- Hardware replacement or replacement parts will be available per the Corero price list for 5 years following the End-of-Sale date provided Customer has valid support contract. AHR will be available for a for 5 years following the End-of-Sale date provided a valid AHR contract is maintained on the product. At Corero's discretion, Hardware may be replaced with similar or equivalent product.
- A Product must be covered on an active support contract, as of the End-of-Sale date, to be eligible for renewal. Support contracts may be renewed until one year prior to the End-of-Life date, but cannot lapse during this time and be reinstated later.

End of Life Timeline

Milestone	Definition	Date
End-of-Life Announcement	The date the end of life product announcement	MM, DD, YYYY
End-of-Sale (EOS)	The last date to order the Product. The Product is no longer for sale after this date.	>= 3 Months
End of Software Support	The last date for Software Support - includes technical support, bug fixes, Maintenance Software Releases, workarounds, and patches for critical bugs	EOS + 3 Years
End of Service Contract Renewals	The last date to extend or renew a service contract for the Product, up to the Last Date of Support.	EOS + 4 Years
Last Date of Support	The last date to receive Hardware Support for the Product. After this date, all support services for the product are unavailable.	EOS + 5 Years

End of Life Announcement	End of Sale (EOS)	End of Software Support	End of Service Renewals	Last Date of Support
	>= 3 Months	36 Months	12 Months	12 Months

Product Life-Cycle Coverage

The following table shows the support coverage across the product life-cycle stages:

Product Lifecycle Phase	Phone / Email/ Web Support	Software		Hardware	
		Major /Minor	Maintenance/ Hot Fix	AHR	Out of Warranty Repair Service
Limited Availability	✓	✓	✓	✓	✓
General Availability	✓	✓	✓	✓	✓
End of Sale	✓		✓	✓	✓
End of Maintenance	✓			✓	✓

Each new Software version released with a GA status is also a Maintenance Software Release for all previous Software releases and replaces it. At this point, no additional Maintenance Software Releases or hot-fix releases are provided for those previous Software release versions.

Definitions

"**Hardware**" shall mean any hardware, appliance or device sold or provided to Customer by or on behalf of Corero, including without limitation, SmartWall ONE appliances and any and all components thereof.

"**Hardware Support**" includes phone or web support for Hardware issues.

"**Incident**" means a customer-triggered investigation relating to hardware malfunction, software bugs, or network traffic analysis.

"**Product**" means the Corero Software and if applicable the Corero Hardware.

"**SecureWatch Analytics**" means the web-based security analytics portal and dashboards based on Distributed Denial of Service (DDoS) tailored security feeds from Corero's SmartWall.

"**SecureWatch Maintain**" means the monitoring and analytics service included with the SMUM contract.

"**Service**" means a service provided by Corero, as detailed in the Sales Quotation and as detailed in this Product Support Guide.

"**Software**" means the object code of the software provided by or on behalf of Corero to Customer, including all Software Updates, whether such software is imbedded in or used by any Hardware or in the provision of any Service.

"**Software Support**" includes phone or online web support for Software issues and Software Updates.

"**Software Updates**" include Major Software Releases, Minor Software Releases and Maintenance Software Releases.

"**Security Event**" shall mean any SOC created network traffic alert triggered by the Corero Software. These can range from simple traffic saturation alerts to detail network anomalies alerts.

"**Support Case**" shall mean a support case generated by the Corero Support Portal.