

Essential Care

Essential Care is an annual agreement that provides Online Support, Support Services, Product Maintenance, and four named contacts. Essential Care is required with the initial purchase of all NetIQ products.

Plan Features

Online Support

- Knowledge Base
- Service Request Manager
- Online User Forums
- Notifications and Alerts
- Documentation

Support Services

- Telephone Support during normal business hours
- Service Request Manager — Target response time four hours during normal business hours
- Named Key Contacts — You may designate four named Technical Contacts from your company who may contact NetIQ Technical Support for all software issues

Product Maintenance

- Hotfixes and Inline Releases
- Service Packs
- New Versions
- Access to Beta product

For more information or to purchase a Support Plan, you can either:

- Contact your NetIQ representative.
- Call 1-888-323-6768.
- Contact a reseller in your area

To renew your existing or expired Support Plan for a NetIQ product, you can either:

- Submit an online Support Plan Renewal request.
- Contact the NetIQ Customer Care Team at 713-418-5035

Product Maintenance

To renew your existing Support Plan for a NetIQ product, please contact the NetIQ Customer Care Team at 713-418-5035 or email us at maintenancerenewalsales@netiq.com

Learn More

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