

SecurITPosture

Customer guide

Support

How to request help and what Vesta support access can and cannot do.

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Vesta Cyber Solutions. Made from the same source as the guide on the web, so the two always match.

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How to request help

- Email team@vestacybersolutions.com during business hours.
- Phone support is as set out in your agreement.
- Include your organization's name, the product version (Settings, then About), what you were doing, and any message the product showed.

Vesta support engineers are US citizens.

How Vesta can help

Vesta has no standing access to your appliance. Nothing in the appliance calls home, and no agent or tunnel connects it to Vesta. There are two ways an engineer can help:

1. Screen sharing. You share your screen and drive. No account and no grant are needed.
2. A support grant. Your system administrator lets a named Vesta engineer sign in for a set time. The engineer works over your own network.

What a support grant allows

A support grant is:

- Granted by you. Only your system administrator can create a support account and grant access.
- Named. Each grant is for one support account, for one named engineer, with your case reference.
- Time boxed. A grant lasts 1, 2, 4, or 8 hours. It ends by itself when its time is up.
- Revocable. Your administrator can revoke it at any moment. The engineer's sessions end at their next request.
- Read only. The engineer can read what a compliance analyst can read.
- Audited. Everything the engineer does is in your audit log, marked as support, and the audit log can filter to support activity.
- Visible. While a grant is live, every administrator sees a notice naming the engineer and the time left.

What a support engineer cannot do

In any grant, a support engineer cannot:

- create, change, or delete any record;
- approve, sign, attest, or submit a package;
- manage users, roles, or permissions;
- change security settings;
- sign in at all when no grant is live. Outside a grant, the sign in fails with the same message as a wrong password.

See the Administrator guide for how to grant and revoke support access.