ENFORCER

Technical Support Policy

SECO-LARM is happy to provide its customers knowledgeable customer service. Because technical support representatives are often requested to provide support on issues that extend beyond SECO-LARM products and their functions, SECO-LARM will follow these guidelines to ensure quality and efficient technical support for all customers.

- SECO-LARM technical support will not extend beyond physical, data-link, and network setup. Technical support representatives will not be able to provide support concerning applications such as email, web hosting, or file-sharing if the DVR is successfully connecting to the network.
- Though SECO-LARM DVRs are designed to allow installation and operation with other manufacturers' products, SECO-LARM is unable to offer support concerning the installation, configuration, or operation of items from other manufacturers including Ethernet cards, routers, switches, firewalls, and servers.
- If the technical support staff determines that a DVR is properly routing TCP/IP traffic through the network, support or troubleshooting for any problems related to other networking issues such as Ethernet cards, VPN adapters, net bios name resolution, WINS, print security, NT domain issues, faulty LAN cable, or browser security will be the responsibility of the customer.
- It is the customer's responsibility to develop and understand the design of their network before incorporating SECO-LARM product into their network.
- It is not SECO-LARM policy to change the customer's filter or Stateful Packet Inspection configurations. SECO-LARM technical support representatives may offer advice for an existing customer configuration, but support will not extend past this. The customer is responsible for making sure that the network is secure. SECO-LARM is not responsible for issues or breaches caused by changes to filters or Stateful Packet Inspection configurations.
- Backing up data on a regular basis is always recommended. It is the responsibility of the end user to regularly back up data, including backing up data before sending the DVR to SECO-LARM for any repairs. SECO-LARM is not responsible for any lost data.