

# MariaDB Support Services

MariaDB Corporation delivers technical support services including Problem Resolution Support, Engineering Support, and Consultative Support for MariaDB Server, MariaDB ColumnStore, MariaDB MaxScale, MySQL Server, and related products via the [Customer Support Portal](#).

Each designated technical contact will receive a Customer Support Portal login (based on the associated email address) that can be used to report new support issues, monitor ongoing issues, or review historical issues. Information regarding making changes to technical contacts can be found in the "Welcome Letter" provided after signup, and is also available in the Help section of the Customer Support Portal.

All support services are delivered in English. MariaDB will use reasonable efforts to provide technical support in languages other than English using MariaDB's available personnel, but may not have such resources available or available at the time of the support request.

## Problem Resolution Support

The focus of Problem Resolution Support is helping to restore service (due to outages caused by crashes, replication failures, table corruption, etc.), and assisting with command syntax, installation, configuration, upgrades, and other general product usage topics.

## Engineering Support

Engineering Support can include bug fixes, patches, hot fixes, and topics that require communication with the product engineering team. Hot fixes are provided to address critical failures and may not receive the full QA and regression testing performed on regular maintenance releases due to the urgent nature of the situation.

Custom feature development (Non-Recurring Engineering) is a separate service and is not included in Engineering Support.

## Consultative Support

Consultative Support covers issues that are specific to a customer's deployment, such as performance tuning, best practice recommendations, and code reviews, rather than general product usage, service failures, or software defects. [MariaDB Remote DBA](#) is a separate service and is not included in Consultative Support.

It is intended for narrow, specific topics and is not a replacement for a dedicated, on-site consulting engagement to address systemic, architectural, or wide-ranging subjects.

### Performance Tuning

MariaDB Support Engineers will provide assistance resolving performance problems caused by server configuration, "bad" queries, table definitions, indexing strategies, storage engines, and more, suggesting changes and identifying alternative implementations suited to a particular environment.

### Code Review

MariaDB Support Engineers can review source code to assist with following best practices and ensuring code correctness regarding the various client APIs, stored SQL and server extensions, recommending changes as necessary to support particular needs.

## Issue Severity

All support issues are assigned a Severity level reflecting the impact to production operations. This is set initially by the technical contact when reporting a new issue via the Customer Support Portal, and MariaDB Support will help to ensure that the issue receives an appropriate rating:

- Severity 1 (S1): Catastrophic problem that severely impacts the ability to conduct business. This means that production systems are down (completely non-responsive or not functioning) and no known workaround exists.

- Severity 2 (S2): High impact problem in which production operations are disrupted but remain somewhat productive or have an available workaround.
- Severity 3 (S3): Medium or lower impact problem that involves partial loss of non-critical functionality. This may be a minor issue with limited or no loss of functionality or impact to production operations. This includes administrative requests and errors in product documentation.
- Severity 4 (S4): Low level problem that does not significantly affect system function or operations. This includes new feature requests.

In exceptional situations, MariaDB Support may elect to assign an S1 or S2 Severity level for failures on non-production systems based on the overall business impact. MariaDB Support may change the severity of an issue based on the guidelines above at the discretion of the assigned Support Engineer.

## Telephone Support

For S1 emergency production outages, customers may request that a MariaDB Support Engineer make contact by telephone. Resolving technical support issues generally requires analysis of system logs and other data that must be transmitted via email and file attachments to the support issue rather than by telephone. Including this information when reporting the support issue dramatically hastens the process of resolving the problem and restoring production functionality.

## Escalation Requests

Customers may request escalation of a specific support issue directly within the Customer Support Portal by clicking the Escalate Issue link at the top of any issue details page, then selecting the type of escalation and supplying other relevant information.

Available escalations include:

- Emergency Callbacks for S1 emergency production outages
- Higher Priority Handling when an issue has become more serious than reported

- Engineer in Different Timezone

# Supported Products

## MariaDB TX

MariaDB TX includes support for:

- MariaDB Server
- MariaDB MaxScale
- MariaDB Backup
- MariaDB Client Library for C
- MariaDB Client Library for JDBC
- MariaDB Client Library for ODBC
- MariaDB Auditing and Authentication Plugins
- Monyog Ultimate and SQLyog Ultimate by Webyog
- MySQL Server by Oracle
- Percona Toolkit

## MariaDB TX Cluster Option

MariaDB TX Cluster Option includes support for all of the above, and adds:

- Galera Cluster

## MariaDB AX

MariaDB AX includes support for:

- MariaDB Server
- MariaDB ColumnStore

- MariaDB MaxScale
- MariaDB Client Library for C
- MariaDB Client Library for JDBC
- MariaDB Client Library for ODBC
- MariaDB Auditing and Authentication Plugins
- Monyog Ultimate and SQLyog Ultimate by Webyog

## Storage Engines

MariaDB TX and AX includes support for the following storage engines:

- Archive
- Aria
- Blackhole
- CSV
- InnoDB
- Memory
- Merge (mrg-myisam)
- MyISAM
- XtraDB

## Plugins

MariaDB TX and AX includes support for the following plugins:

- Audit
- AWS Key Management
- Cracklib Password Check
- Feedback
- Locales

- Metadata Lock Info
- MySQL Native Password
- MySQL Old Password
- PAM Authentication
- Performance Schema
- Query Cache Info
- Query Response Time
- Semisync Replication
- Sequence
- Server Audit
- Simple Password Check
- SQL Error Log
- Unix Socket Authentication
- WSREP Information

## Optional Third Party Products

MariaDB subscriptions offer optional support for third party products. Some of these include:

- Eperi Key Management Plugin
- Severalnines ClusterControl Enterprise

[Contact Sales](#) for more information regarding available support options.

Consulting services and commercially reasonable “best effort” Support services for additional products and technologies may be delivered at MariaDB Corporation's discretion.

## Service Level Agreements (SLAs)

	<b>Initial Response Time for MariaDB TX and AX</b>
S1	30 minutes 24x7
S2	2 hours 24x5
S3	4 hours 24x5
S4	8 hours 24x5

# Limitations

The overall level of support available for a particular product and platform combination may vary from version to version.

## Problem Resolution Support

Problem Resolution Support is available for all supported products, regardless of platform.

## Consultative Support

Consultative Support is available for all MariaDB Corporation products and MySQL Server, regardless of platform.

## Engineering Support

Engineering Support is available on those platforms for which we or our partners produce supported product binaries, subject to the relevant Maintenance and Lifecycle policies for the specific product and platform. Engineering Support is

unavailable for products or platforms that have reached their maintenance end of life.

- [MariaDB Corporation Engineering Policies](#)
- MySQL Server EOL announcements are [available here](#).
- For other products, please see the respective vendor's website.

## Exclusions and Limitations

Support for legacy versions of products that no longer receive Engineering Support may require an additional fee. Examples include MySQL Server versions 3.23, 4.0, 4.1, 5.0, and 5.1. [Contact Sales](#) for more information regarding support for legacy products.

Support for issues specific to a platform that lacks Engineering Support may be limited to problems that can be reproduced on a platform that has Engineering Support. Examples include those platforms that have reached their maintenance end of life (such as RHEL 3 and Windows 2000 Server), and platforms for which we or our partners do not produce supported product binaries (such as FreeBSD).

Support services are not available for products on the POWER8 platform.

MariaDB Corporation will make every commercially reasonable effort to work with other product and platform vendors to resolve issues affecting our supported products.

## FAQ

Q: Does MariaDB Corporation offer per-incident technical support?

A: No.

Q: Does MariaDB Support include data recovery services?

A: No. It may be possible to recover some or all of your data in particular circumstances, and we may provide suggestions where possible, however, you must maintain regular, valid backups of your data.

Q: Must I purchase support for multiple servers to receive assistance with replication, Galera, and similar scale out and high availability solutions?

A: Yes.

Q: Does "Emergency Response Time" refer to emergency resolution time?

A: No. Emergency response time is the maximum time before a support engineer is assigned to a newly reported Severity 1 issue and fully engaged in working toward its resolution. Actual time required for final resolution will vary.

Q: If I am an OEM or ISV, may I use my subscription to resolve problems for my end users?

A: For more information please [contact Sales](#).

Q: Do you support using pre-GA software (alpha, beta, RC) in production?

A: We do not recommend using pre-GA software in production environments, however we may offer Problem Resolution Support on a case by case basis at our discretion. Issues involving pre-GA software are not entitled to S1 severity classification.

Q: Must a technical contact remain available 24x7 for ongoing service for S1 issues?

A: Yes, if we require additional information from a technical contact in order to make progress toward issue resolution.

Q: Which MariaDB storage engines do you support?

A: InnoDB, XtraDB, MyISAM, Aria, Memory, Blackhole, Archive, Merge, Sequence

Q: Do you support your products in virtual and cloud environments such as VMWare, Amazon EC2, or MariaDB on Amazon RDS?

A: Yes. However, we do not support issues caused by and specific to those environments, nor do we support the virtual or cloud environments themselves.