GSM MAVEN

Base Support

Greenbone
Sustainable Resilience

- ☑ English support in Central European Time Zone (CET)
- ☑ Latest vulnerability tests
- ☑ Latest vulnerability information
- ☑ Software-Upgrades and AddOn Tools

What is supported?

The GSM MAVEN as a virtual appliance is a member of the Greenbone Security Manager (GSM) family for vulnerability scanning and vulnerability management. This service level agreement “Base Support” describes the base support features related to a valid license key for a GSM MAVEN.

A GSM MAVEN consists of three combined elements:

The Virtual Appliance:

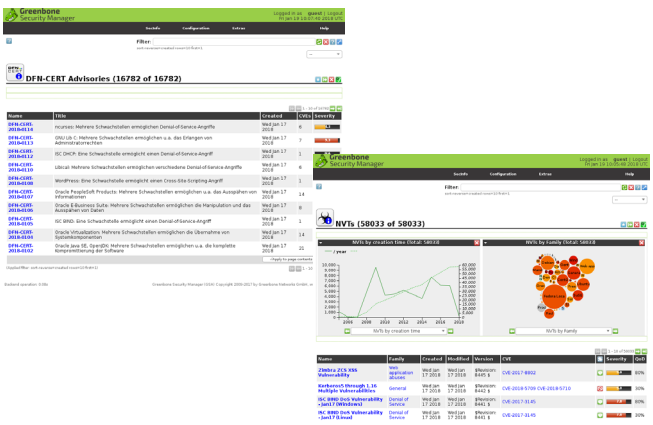
Created by Greenbone, including updates and upgrades, delivered via the Greenbone Security Feed.

The Greenbone OS:

The appliance’s operating system that includes the software engine for vulnerability scanning and management.

The Greenbone Security Feed:

A regularly updated stream of tests that can detect vulnerabilities at network, system and applications level. The feed delivers additional security controls plus current information on vulnerabilities and vendor advisories.



The license grant and access to support is revoked and rendered invalid as soon as a user with highest administrative privileges performs actions on the Greenbone OS or changes the virtual hardware configuration.
The Greenbone Support Team may grant explicit permission in writing to execute instructions with the highest privileges (a.k.a. ‘root’ privilege).

Support- and Reaction Times

English support is available workdays (Monday to Friday) between 9am and 5pm CET, with the exception of the following days: December 24 and December 31.

We will respond within the following times:

Support Level	Initial Reaction
Base Support	Within three working days

Support Services

- Support Portal: **https://support.greenbone.net**
- Email support: **support@greenbone.net**
- Online information: **http://docs.greenbone.net/** **https://community.greenbone.net/**
- Greenbone Security Feed updates
- Greenbone OS updates

Important License Terms

Greenbone Base Support is granted as long as the corresponding license for the GSM MAVEN is valid. Should a license expire, a seamless continuation of the Base Support requires to acquire a new license for a GSM MAVEN. It is not allowed to use the GSM MAVEN license key with any other installation of Greenbone’s technology than the GSM MAVEN virtual appliance it was delivered with. This includes technology integrations other than Greenbone Networks products.

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