SolarWinds Backup Support:
If It's Critical to You, It's Critical to Us

Frequently Asked Questions

Support is a critical component of any data protection product. Of course you need a product that provides fast backups and reliable recovery without outside assistance, but if you run into an issue, your backup vendor should provide the support you need to be a hero to your customers. This is never more important than during a critical outage, especially one due to ransomware.

We're not the judge of when a recovery is especially time critical—you are.

Critical Restore is our partner-driven fast escalation process. Just let us know on your initial call, email, or chat message that a specific recovery is especially time sensitive, and we'll bring all hands on deck immediately to help you get your customer back up and running ASAP. And we don't charge extra for premium support. Premium is our standard.

Here are some of the most frequently asked questions about SolarWinds® Backup support.

Q. How can I reach support?

Support cases can be submitted 24/7 through live chat, web form, or phone call.

- Call us at **1-855-679-0817 for North America**; for additional local support numbers, please visit the Customer Success Center and click the "Need Assistance?" link

- Open a ticket at https://success.solarwindsmsp.com/new-case/technical-support

- Start a live chat session at https://success.solarwindsmsp.com

Q. How can I indicate a Critical Restore is needed?

When calling in to support, press 2 for technical support, press 1 to select SolarWinds Backup, and press 1 again to tell us it is a Critical Restore case. When using live chat, select the Critical Restore case type option at the start of the chat.

Q. What hours are support available?

SolarWinds Backup support is staffed and responsive 24 hours a day, 7 days a week. There is no extra charge for premium support outside business hours—it's all included in your license fee.

"SolarWinds' technical support for this solution is excellent. Phenomenal. They are just amazing. If you have to call them, you press "two" for technical support and, within half-a-minute, you've got somebody on the phone. It's very rare that you have to wait on the call. Their response rate is phenomenal."

– Dirk Wittkowski, President,
Tech Help Group, Inc

"SolarWinds backup support guys are second to none! They are the best! They are a great bunch of guys that are always great to talk to."

– Jim Christopher,
Sr. Network/System Administrator,
S&L Computer Services