

## **Support Ticket Severity**

- Parallels Remote Application Server
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Standard Edition
- Parallels Secure Workspace
- Parallels DaaS

## Information

Severity level indicates the relative impact of an issue on customer's systems or business processes. Parallels Support uses the following severity level definitions to classify all support requests:

- Severity 1 (Urgent): A customer is unable to install and run the software because of problems with a license key, the computer (server) fails to start, or the software crashes and corrupts data. No workaround or immediate solution is available.
- Severity 2 (High): A customer is unable to install and use a program component or a feature described in the documentation. A temporary workaround may be available as Parallels attempts to resolve the issue.
- Severity 3 (Normal): A customer is able to use the software; however, there is a partial non-critical loss of functionality of the software.
- Severity 4 (Enhancement): A customer encountered a minor cosmetic issue, errors in the documentation, or asks for information about software usage, enhancements, or modifications.

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