



# Welcome to your new support experience

Updated April 3, 2026



Arctera, InfoScale, and Backup Exec customer support are moving on April 12, 2026 at 6 p.m. PT. To further enhance support for our customers, we're launching dedicated contact points for SaaS and for on-prem solutions. Then, in May, you'll have access to support enhancements designed to connect you with the answers you need faster than ever.

## Coming April 12

You'll have access to specific support portals designed around our solutions. You can log new cases and manage existing support requests to connect with our product experts.

Business	Support Address	Products Supported
<b>Arctera - SaaS solutions</b>	<a href="https://support.arctera.com">support.arctera.com</a>	Arctera Unified Platform Arctera eDiscovery Arctera Surveillance Arctera Archiving Arctera Capture
<b>Arctera - On-prem solutions</b>	<a href="https://support.enterprisevault.com">support.enterprisevault.com</a>	Data Insight eDiscovery Platform Enterprise Vault Merge1
<b>InfoScale</b>	<a href="https://support.infoscale.com">support.infoscale.com</a>	InfoScale Enterprise InfoScale Storage InfoScale Availability Operations Manager Kubernetes
<b>Backup Exec</b>	<a href="https://support.backupexec.com">support.backupexec.com</a>	Backup Exec Desktop Laptop Option System Recovery

**Access:** These new portals are exclusively for customers. If you are an active customer who has used our support portal in the past year, you will have access. When you come to the site, simply enter your email address that is associated with your account. You will then receive an email to that address with a link to enter the portal.

If you're unable to sign in to our portal, please email to [customersupport@arctera.com](mailto:customersupport@arctera.com). Include the product name in the subject line and a detailed description of the issue in the email body.

Bookmark your new support portal.

**Phone support will be discontinued at this time.**

### What you need to do

- Use the email address associated with your account when you sign in to the new portals.
- Whitelist our new portal domains (esp [\\*zoom.us](https://zoom.us)) to have a seamless chat experience after May 11.
- Remember to replace existing bookmarked links and documents.



## Coming May 11

You'll get 24/7 AI-powered chat, intelligent self-service, and seamless escalation to live support.

- **Access Support:** Log and track support cases, view knowledge base articles, and connect with technical resources.
- **Manage Products:** View your licenses and entitlements, download software updates, and access product documentation.
- **Stay Informed:** Receive important updates, alerts, and notifications about your products and services.
- **Community Engagement:** Participate in user forums and connect with other users.

Thank you for making this move with us.

