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R&S®NC Support
R&S®NC Replacement

Manual

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This product contains separate open-source software components which are subject to their own licenses, in particular the General Public License (GPL). The license information for the device firmware (LCOS) is available on the device's WEBconfig interface under "Extras > License information". If the respective license demands, the source files for the corresponding software components will be made available on a download server upon request.

Products from Rohde & Schwarz Networks and Cybersecurity include software developed by the "OpenSSL Project" for use in the "OpenSSL Toolkit" (www.openssl.org).

Products from Rohde & Schwarz Networks and Cybersecurity include cryptographic software written by Eric Young (eay@cryptsoft.com).

Products from Rohde & Schwarz Networks and Cybersecurity include software developed by the NetBSD Foundation, Inc. and its contributors.

Products from Rohde & Schwarz Networks and Cybersecurity contain the LZMA SDK developed by Igor Pavlov.

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Introduction

The devices from Rohde & Schwarz Networks and Cybersecurity are high-quality network products that offer a high level of investment protection and flexible planning. This also means that comprehensive services are available to provide you with this security in suitably dimensioned, continuously optimized support and replacement service products.

This manual is intended for purchasers of R&S®NC Support and Replacement products. It contains all the information required for registering these products for R&S®LANCOM devices and for dealing with hardware defects as well as reporting a support case. It also contains further information on the general regulations. The manual applies to the following products:

Manufacturer support with optional replacement service incl. security updates

- R&S®NC Support Access (exclusively for R&S®NC Community Partner)
- R&S®NC Support Direct 10/5
- R&S®NC Support Direct Advanced 10/5
- R&S®NC Support Direct 24/7
- R&S®NC Support Direct Advanced 24/7
- R&S®NC Support Premium 10/5 *
- R&S®NC Support Premium 24/7 *

Replacement service with optional NBD delivery incl. security updates

- R&S®NC Replacement Basic
- R&S®NC Replacement Advanced
- R&S®NC NBD Replacement

For an overview of the included services as well as information on compatible devices, please refer to the respective product websites and the data sheets. Clicking on the product names above will lead you to the corresponding websites. In addition, the handy comparison table shows you at a glance which product best suits your requirements.

* You can use these products for complete installations or infrastructures (projects) with customized terms and conditions. The services and terms described in this manual may therefore differ from yours in some cases. If you have any questions, please contact services.rs-nc@rohde-schwarz.com.

Symbols

Very important instructions. Failure to observe these may result in damage

Important instruction that should be observed

Additional information that may be helpful but is not essential

Important notes on general regulations

The services offered by the R&S®NC Support and Replacement products, with the exception of Unified Firewalls, are only available for the device and duration for which you have purchased and registered it. Please refer to the notes in this chapter regarding exceptions for the Unified Firewalls. All times listed in this manual are in the Central European Time zone (CET).

The service and support conditions valid as of July 01, 2026, available at https://rs-nc.rohde-schwarz.com/fileadmin/pdf/LCS/ServiceSupportConditions/Rohde-Schwarz-Networks-and-Cybersecurity-GmbH-Service-and-Support-Conditions-20260701.pdf, apply.

Lifecycle Management

The lifecycle guidelines from Rohde & Schwarz Networks and Cybersecurity provide reliable planning certainty regarding firmware updates for your infrastructure. All services offered as part of the R&S®NC Support and Replacement products are based on the lifecycle management. For more information, please visit the corresponding website or read the infopaper.

Registration

A separate registration via serial number is required for each device for which you wish to use R&S®NC Support and Replacement products (exception: Unified Firewalls, please note the corresponding hint).

You can complete registrations either through the registration website or, if you are an R&S®NC Community Partner, through the registration portal. Please note that the partner-exclusive product R&S®NC Support Access can only be registered through the registration portal. In the portal, you can independently manage all R&S®NC Support products and centrally view the support status of registered devices, including their expiration dates. To use the registration portal, you must use the same e-mail address there as you do in the partner portal.

Once registered, the license number or the license key used cannot be used for another device or transferred. The term and services of your license start with the successful registration. Please note the following information regarding the time of registration:

- R&S®NC Support Access, R&S®NC Support Direct, and R&S®NC NBD Replacement can be registered at any time.
- R&S®NC Replacement Basic, R&S®NC Replacement Advanced, and R&S®NC Support Direct Advanced are only available to you if you register them within three months after purchase of the R&S®LANCOM device. If you are unable to provide proof of purchase, a fixed period of three months from the date of delivery will be set within which you must register these R&S®NC Support and Replacement products. In addition, the R&S®LANCOM device must be in perfect working order at the time of registration.

Registration for R&S®LANCOM Unified Firewalls

To be eligible for R&S®NC Support and Replacement for an R&S®LANCOM Unified Firewall, the firewall must be running the Basic or Full license (either the Standard or SAG version). For this reason, we recommend registering both products at the same time.
In the case of an HA cluster with multiple R&S®LANCOM Unified Firewalls, it is sufficient to register R&S®NC Support Direct (Advanced) on one of the devices in the cluster to receive technical support from the manufacturer. However, if NBD advance replacement is to be available for all Unified Firewalls in the cluster, each additional device must be equipped with R&S®NC Replacement Advanced or, alternatively, with R&S®NC Support Direct Advanced. R&S®NC Support Access, on the other hand, is required for every device in the cluster if you want to receive manufacturer support for all devices.

Registration for vRouter and vFirewall
Registration for vProducts is not possible via the registration form on the website. It can only be done by contacting the service team by phone at +49 (0) 2405 / 49 93 6-210 or via e-mail to services.rs-nc@rohde-schwarz.com.

Terms and renewal

R&S®LANCOM devices are divided into the service categories S, M, L, XL, and XXL. The service category of your device can be found in the respective data sheet. Depending on the service category of your R&S®LANCOM device, R&S®NC Support and Replacement products of the same category must be used (Exception: R&S®NC Support Access applies regardless of the service category).
Terms range from 1, 3, or 5 years to the End of Life of the device (more than 5 years), depending on the R&S®NC Support and Replacement product selected:

- R&S®NC Support Access and Direct are available in variants of 1, 3, or 5 years. An extension is possible until the End of Life date of the device.
  For the R&S®NC Support Access license, the regular validity period begins at the start of the next quarter. However, the license can already be used from the date of registration. Depending on the time of registration, this results in an additional usage period of up to 90 days.
- R&S®NC Replacement Basic, R&S®NC Replacement Advanced, and R&S®NC NBD Replacement cannot be renewed.
- R&S®NC Direct Advanced is available with terms of 1, 3, or 5 years and renewable up to a maximum of 5 years by re-registration. To continue technical manufacturer support after this time, we recommend booking of R&S®NC Support Direct 24/7 bzw. 10/5.
- R&S®NC NBD Replacement is only compatible with switches covered by the Limited Lifetime Warranty (LLW). For more information, please refer to the infopaper.

Scope

Rohde & Schwarz Networks and Cybersecurity offers the support services included in the R&S®NC Support and Replacement products worldwide (national embargoes or sanctions are excluded from the scope of services). The replacement service applies to the countries listed in the Terms and Conditions of Service and Support (as of July 1, 2026, see § 5 Hardware replacement).

The terms and conditions for Next Business Day (NBD) advance replacement for the R&S@NC Replacement Advanced, R&S®NC Support Direct Advanced, and R&S®NC NBD Replacement products apply to metropolitan areas within the EU (excluding islands).

Registration process

There are two options available for registration:

1. Registration portal (exclusively for partners)

- To use the registration portal, R&S®NC Community Partners create a one-time account using the same e-mail address they use for the partner portal.
- After login, you can click the “Add License Key” button to register a single license or perform a bulk registration. To simplify license management, you can create new registration groups or assign licenses directly to existing groups.
- Follow the remaining instructions. After clicking “Add License,” you will see a clear confirmation of the successful registration in the R&S®NC Support license overview, including the redemption date, license start date, and license expiration date.
- **Only R&S®NC Support Access and Direct (Advanced):** As part of this process, you will also receive our support PIN, which you will need to access the manufacturer support (see chapter Creating a support request). We will send you the PIN within a few business days.

2. Online submission of registration information *

- Start a webbrowser and open the website for option registration.
  Depending on the number of products you need to register, you can choose between individual or bulk registration:
  - Individual registration: Enter the required registration information (device serial number and license key for the support or replacement product) and follow the remaining instructions.
  - Bulk registration: Enter your e-mail address and upload a CSV file that you have formatted according to the instructions. Then follow the remaining instructions.
- Regardless of the type of registration, the information will then be sent to you by e-mail. This completes the registration process.
- **Only R&S®NC Support Direct (Advanced):** As part of this process, you will also receive our support PIN, which you will need to access the manufacturer support (see the chapter Creating a support request). We will send you the PIN within a few business days.

If you have any problems with registration, please contact us via the service portal.

* You cannot register R&S®NC Support Access through this method. Partners use the registration portal to register.

Process and procedure in case of hardware defect

In the event of a hardware defect, you can contact us after registering the following R&S®NC Support and Replacement products. We will then assist you with the replacement of your registered, defective device:

- R&S®NC Support Direct Advanced 10/5 (NBD advance replacement)
- R&S®NC Support Direct Advanced 24/7 (NBD advance replacement)
- R&S®NC Replacement Basic (replacement service)
- R&S®NC Replacement Advanced (NBD advance replacement)
- R&S®NC NBD Replacement (NBD advance replacement)

Please observe the following procedure for a fast handling process:

1. If possible, save the configuration of your device in advance. Instructions on how to do this can be found in the Support Knowledge Base.
2. To exchange information as quickly as possible, it is helpful to fill out the RMA form on our website or to send an e-mail to services.rs-nc@rohde-schwarz.com. This ensures that all data is transferred correctly. Please have the serial number of the device and the license key of the R&S®NC Support and Replacement product ready. We recommend the additional upload of the proof of purchase under “Attachment” during the RMA registration.
3. **Except R&S®NC Replacement Basic:** For all R&S®NC Support and Replacement products with delivery of the replacement device on the next working day (NBD advance replacement), please contact our service hotline by telephone afterwards. Please have the serial number of the device available. Our service hotline can be reached Monday to Friday from 9 a.m. to 5 p.m. (CET) except for public holidays at the Aachen (Wuerselen) location at +49 (0) 2405 / 49 936-210.
4. Rohde & Schwarz Networks and Cybersecurity will provide you with an RMA number and send you the RMA documents by e-mail.
5. A courier will deliver your exchange device. When the defective device is picked up, please use the shipping documents enclosed with the RMA documents.
6. You can configure the new device and start working with it immediately.

Notes on NBD advance replacement

In the event of a defect in a device entitled for NBD advance replacement, our Support will create an RMA case. An identical replacement device will be sent to you without you having to wait for your device to be repaired.

If your RMA request is received by phone until 2 p.m. on weekdays, we will send the replacement device by 12 p.m. (CET) on the next business day.

In rare cases, delivery outside of the metropolitan areas may be postponed to the following business day. The working days for all countries are Monday to Friday with the exception of public holidays at the Aachen (Wuerselen) location and Rose Monday. Parcels cannot be sent on the following days:

- **Fixed days per year:**

01/01	New Year's Day	12/24	Cristmas Eve
05/01	Labor Day	12/25	1st Christmas Day
10/03	German Unification Day	12/26	2nd Christmas Day
11/01	All Saints' Day	12/31	New Year's Eve

- **Variable days:**

Rose Monday	Ascension Day
Good Friday	Whit Monday
Easter Monday	Corpus Christi

Shipping will take place from 52068 Aachen, Germany. For more information about the estimated delivery time to your region, please visit the website of the parcel service provider we use.

Creating a support request

To create a support request, you can contact our technical manufacturer support after registering the following R&S®NC support and replacement products on the support portal or by phone:

- R&S®NC Support Access
- R&S®NC Support Direct 10/5
- R&S®NC Support Direct 24/7
- R&S®NC Support Direct Advanced 10/5
- R&S®NC Support Direct Advanced 24/7
- R&S®NC Support Premium 10/5
- R&S®NC Support Premium 24/7

For the support request, access to the affected devices (e.g., via the R&S®LANCOM Management Cloud (R&S®LMC) or remote access) is required for analysis purposes. To verify your support eligibility, you must also provide the device serial number (exception: For R&S®NC Support Premium products, the support PIN is required; as an R&S®NC Community Partner, you can find this at any time in the Partner Portal). For more information, see the FAQ at the end of this manual.

Technical manufacturer support is available Monday through Friday from 8 a.m. to 6 p.m. (CET). These service hours do not include statutory and public holidays at the Aachen (Wuerselen) location. Initial response times depend on the selected R&S®NC support and replacement product and the priority of your request.
With R&S®NC Support Direct 24/7, R&S®NC Support Direct Advanced 24/7, and R&S®NC Support Premium 24/7, you also have access to a 24/7 emergency hotline. You can contact this hotline outside of our business hours in the event of a Priority 1 malfunction.

i In this context, please note our **different priority levels** and the **corresponding response times** in the following table:

R&S®NC Support product	Reason	Level	Response time	Availability	Communication channel
Direct 24/7 Direct Advanced 24/7 Premium 24/7	Massive operational and network disruptions Total failure Permanent, detectable disruption with high impact on business operations	Priority 1	30 minutes	24/7	**1.** Open a ticket in the Support portal (Specification of the device serial number or Support-PIN required) **2.** Then call the support hotline *
Direct 10/5 Direct Advanced 10/5 Premium 10/5	see above	Priority 1	2 hours	Monday to Friday from 8 a.m. to 6 p.m. (CET**)	**1.** Open a ticket in the Support portal (Specification of the device serial number or Support-PIN required) **2.** Then call the support hotline *
Direct 10/5 Direct Advanced 10/5 Direct 24/7 Direct Advanced 24/7	Operational disruptions with low effects on daily operations Partial failures (Minor) hardware problems Configuration requests Technical queries	Priority 2	4 hours	Monday to Friday from 8 a.m. to 6 p.m. (CET**)	Open a ticket in the Support portal (Specification of the device serial number required)

* In the event that you are not connected directly to one of our employees, you can leave us a voice mail. We guarantee to call you back within the response times agreed in the support product.

** Except for public holidays at the Aachen (Wuerselen) location

Please note that with R&S®NC Support Access, our support is provided on a “best effort” basis, and guaranteed initial response times are not included in the product scope.

Additional information

(Quick) Installation Guide / Hardware Quick Reference

If you have any questions about installation or operation, please refer to the enclosed documentation for assistance.

Support from resellers

In general, your Rohde & Schwarz Networks and Cybersecurity reseller is available to assist you as a knowledgeable point of contact:
www.rohde-schwarz.com/networks-and-cybersecurity → How to buy

Self services

Take advantage of our wide range of free services and handle any issues related to your R&S®LANCOM products quickly, easily, and on your own at any time—including license registrations and AI-powered advice:
www.rohde-schwarz.com/networks-and-cybersecurity → Service & Support → Self-services

Online documentation

The Support Knowledge Base is available to you at any time:
knowledgebase.lancom-systems.de

The security guidelines include recommended protective measures and configuration settings for your devices:
www.rohde-schwarz.com/networks-and-cybersecurity → Service & Support → Security information

In addition, the documentation for the operating systems used—LCOS (LX / SX / FX)—contains explanations of all the functions of your R&S®LANCOM device:
www.rohde-schwarz.com/networks-and-cybersecurity → Service & Support → Online-Documentation → Publications

As a partner or contract customer, you also have access to the Known Issues database:
knowledgebase.lancom-systems.de/x/8z50Cg

Software downloads

The latest firmware, drivers, and tools for R&S®LANCOM products running the LCOS, LCOS SX, or LCOS LX operating systems are available for free download as part of the product lifecycle:
www.rohde-schwarz.com/networks-and-cybersecurity → Service & Support → Software downloads

You can find downloads for firewalls running the LCOS FX operating system on the R&S®NC FX License portal:
www.rohde-schwarz.com/networks-and-cybersecurity -> Products -> Security -> Firewalls

FAQ

What are the differences between the R&S®NC Support and Replacement products?
The R&S®NC support and replacement products are each tailored to your specific application scenarios. To help you make the best choice, we have provided a handy comparison table.

How do I save my configuration?
We recommend that you regularly make backups of your R&S®LANCOM device configuration. This avoids having to reconstruct the configuration of your device if it develops a defect. Instructions on how to do this can be found in the Support Knowledge Base.

Can I pre-register multiple R&S®NC support and replacement products at the same time?
With R&S®NC Support Access and Direct, you can easily pre-register for multiple years. In this regard, please check in advance whether your device is still within its lifecycle.

How can I find out the production date of my device?
There is a sticker on the bottom of your device that shows the production week: For example, the production date here is calendar week 8 of 2026 (RA 08/26).



How many R&S®NC support and replacement registrations do I need for HA clusters or stack configurations?
Multiple R&S®LANCOM Unified Firewalls in an HA cluster require only **a single** registration for R&S®NC Support Direct (Advanced) for all devices, provided that you intend to use the technical manufacturer support. If you want to have the option of NBD advance replacement for all devices, you need a registration for R&S®NC Replacement Advanced or R&S®NC Support Direct Advanced for **each individual device**.

Multiple R&S®LANCOM SD-WAN gateways / routers in a high-availability (HA) cluster, as well as multiple R&S®LANCOM switches in a stack, require registration with R&S®NC Support and Replacement **for each individual device**.

How do I get support as an R&S®NC Community Partner?
To receive technical manufacturer support from Rohde & Schwarz Networks and Cybersecurity, you must register an R&S®NC Support product for each new R&S®LANCOM device. For more information on this and for existing devices purchased before July 1, 2026, please see the FAQs on manufacturer support for partners.

Where can I register R&S®NC Support Access?
R&S®NC Support Access is designed exclusively for R&S®NC Community Partners, and only they can register for it through the exclusive registration portal. Registration via the website is not possible.

Do I need to have a certification to create a support request?
We strongly recommend that the person making the call has a R&S®NC Academy certification; however, this is not strictly required (Exception: R&S®NC Support Premium 24/7: At least one employee must have R&S®NC Academy Specialist certification). However, in order to respond quickly and facilitate an effective exchange of information, knowledge of the underlying infrastructure and access or login credentials are essential.

What information is required to create a support request?
The following information must be available for all affected devices to enable a prompt response:

- Description of the problem and its impact
- Device type and serial number
- Firmware version
- Extracted configuration
- Analysis steps taken so far and their results

I cannot reach anyone through the hotline. What should I do next?
If the hotline cannot be reached (maximum wait time <5 min.), an automatic callback is triggered when a voice mail is left, ensuring that contact is established within the guaranteed response times.

I purchased a large number of support products for a large installation (> 100). Do I now have to register each one myself?
For convenient online registration of large quantities, please feel free to use the Bulk registration feature on the website. As a partner, we recommend using the bulk registration feature within the registration portal, which allows you to keep track of your licenses' expiration dates in one place. You will find instructions there.

Is there a minimum number of devices required to use R&S®NC Support Premium?
We typically offer the R&S®NC Support Premium 10/5 and 24/7 support products—which are tailored to the size of your project—for installations or projects with 500 or more devices.

We would be happy to advise you. Please contact us by phone at:
+49 (0) 2405 / 49 93 6-210 or via e-mail to services.rs-nc@rohde-schwarz.com.

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