

Services and support for LANCOM Trusted Access

By choosing LANCOM Trusted Access (LTA), you establish the basis for remote network access that adapts to increasing security requirements. To ensure that you are also optimally protected in the face of growing IT challenges, LANCOM Service & Support offers customized support for the implementation, operation, and optimization of LTA. Find out more about LTA support and its entitlement requirements.



Requirements of the LTA support

By participating in the [technical LTA onboarding program](#), you will receive exclusive access to training videos that will assist you in successful implementation.

We recommend that you view the appropriate learning content for the respective implementation step. If you require additional support in connection with LTA, we assume that you are familiar with this training content.

Services of the LTA support

- Support for questions and problems regarding setup to diagnostics related to the LANCOM Trusted Access Client, the LANCOM Management Cloud (LMC) and the LTA gateway (LANCOM router or Unified Firewall)
- Providing information and answering questions regarding the LTA functional scope
- Providing system descriptions, [Knowledge Base articles](#), known issues, and bug fixes
- The general Service and Support conditions apply.

Exclusions of the LTA support

- Answering questions about third-party components such as firewalls from other manufacturers or about Active Directory such as Microsoft Entra ID (formerly Azure AD) or similar virtual platforms → Please contact the corresponding provider.
- Advice on dimensioning or configuring systems → Use the information in the [LTA datasheet](#) or book a [LANCOM Professional Service](#).

Three points of contact for LTA support

To ensure that your concerns are dealt with as quickly as possible, various communication channels are available to you, depending on the subject matter.



Figure 1:
Demarcation of responsibilities for the LTA support

Notes on technical support

- You need a valid support contract:
 - As a partner, you automatically receive a support contract. If you are not yet a partner, by registering for the [LANcommunity Partner Program](#) you will benefit from additional services such as attractive conditions, demo devices, deal registrations and much more in addition to manufacturer support.
 - As an end customer, the project-related products [LANcare Premium Support 24/7](#) and [10/5](#), or the device-related [LANcare Direct 24/7](#) and [10/5](#), as well as the variants with advance replacement, [LANcare Direct Advanced 24/7](#) and [10/5](#) are available to you. For more information on support services for partners and end customers, please visit the [Support Contact web page](#).
- Completion of the [technical LTA onboarding program](#), including the LTA tutorial videos that explain how to implement LTA step-by-step, is required.
- Submit your technical support requests primarily through your [portal access](#).

Notes on professional services

- You will find information on the available services on the [product websites](#).
- Request the desired service directly via the [service portal](#).
- The implementation and scheduling will take place after subsequent individual consultation.

Notes on license support

- The completed purchase of one or more LTA licenses is required.
- Address questions regarding licenses to us via the [service portal](#) or the LANCOM service hotline at +49 (0)2405 / 49 93 6-210.