



# Service Interruption in Teleporte

TELEPORTE

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## Teleporte Service Outages

A service outage refers to an incident that causes a major failure of critical Teleporte features, affecting at least twenty percent (20%) of access points activated with Teleporte in the aggregate. Critical Teleporte features that could generate a service outage can be part of the Teleporte cloud platform for administrators, or the Teleporte mobile platform for users.

The following are examples of the service outage incidents:

- Teleporte is unresponsive, so administrators are unable to access it to assign digital keys.
- Several users (>5) report that their assigned Teleporte keys are not available in their mobile app after completing expected troubleshooting.

This document recommends a protocol to validate, report and monitor service outages in Teleporte. Please refer to SLO documents for more information about escalation and service times for incidents that do not qualify as outages.

## Service Outage Detection and Validation

Collecting the following information before reporting a service outage is recommended as it can reduce the resolution time of the incident.

1. Country where the incident is being reported from.
2. Description of services that are not working as expected, i.e. screen captures and videos.
3. Confirmation if the issue is specific to a single computer (or mobile device), or if the issue is reproducible in more machines.
4. Confirmation if the issue is reproducible when connected to different networks, including Local Area Networks (Wi-Fi, Ethernet) or Mobile Cellular Networks (4G, 5G).
5. A HAR file might be requested to be generated from a client desktop browser if the issue cannot be reproduced at Sera4.
6. A support ticket from the Teleporte mobile application might be requested if the issue is related to the mobile platform.

## Reporting a Service Outage

Service outages can be reported to your local Sera4 partner, or directly to Sera4 via:

- Email: [support@sera4.com](mailto:support@sera4.com), with the word 'outage' in the subject line.
- Phone: +1 226-705-1240.

Include the following information when reporting an outage, including:

- Country where the outage is taking place.
- Description of outage, including screen captures and recordings.
- Reproducibility on multiple devices (laptops, PCs, smartphones)
- Reproducibility on multiple networks (Wi-Fi, Ethernet, Cellular)

Outage support is available 24/7/365 with 30 min response time, and full recovery within 48 hours.



# Service Outage Workarounds

Customers should consider the following workarounds during services outages:

## Offline Mode during a Cloud Outage

Users who have active Teleporte keys downloaded in their mobile devices can access locks without interruption during an outage.

## Fail-Safe Unlock (FSU) During a Mobile Outage

Administrators can generate 4-digit FSU access codes that allow users to open locks without using a smartphone device during a services interruption. Teleporte also offers the option to enter these access codes from the Teleporte mobile application - via the Virtual AccessPad feature, even without having to login with a Teleporte account.

FSU access codes are only valid for 4-hour periods and are unique to every lock. Please visit our knowledge base for further information on how to use these fail-safe methods:

<https://cx.sera4.com/knowledge>

## Fail-Safe Unlock (FSU) During a Cloud Outage

As administrators might not be able to generate FSU codes during a cloud outage, enterprise customers can request FSU codes directly from Sera4 by emailing [support@sera4.com](mailto:support@sera4.com)

Please consider these requirements when requesting FSU codes:

- A Teleporte outage needs to be reported in a separate email before requesting FSU codes.
- Only an active Teleporte administrator can request FSU codes.
- FSU codes are provided only for locks affected by the service interruption.
- The email to request FSU codes must include 'FSU' in the subject line.

It may take up to 1 hour to generate FSU codes for a large volume of locks due to the high levels of encryption used in Teleporte digital keys. Sera4 will then share the FSU codes via email with an encrypted attachment, addressed only to the administrator that requested the codes. A password will also be shared in a separate email to give access to the encrypted attachment in the initial email.

# Post Incident Report

Affected Teleporte administrators should receive an incident report within 72 hours of the service interruption, with the following information:

- Timestamp and duration of the interruption.
- Services affected during the interruption.
- Root cause and enhancements identified to avoid incident recurrence.

