Getting help with Splunk Intelligence Management (TruSTAR)

In addition to the self-help resources available here on Splunk Lantern, try some of these.

- TruSTAR support portal
- Our integrations (sources and applications)
- Our Intelligence Community Partners
- Splunk + TruSTAR blogs
- TruSTAR Intelligence Management resources

Discover more Splunk resources

Training

Splunk offers a number of EDU training courses to help you get up to speed on how to make the most of your deployment. Completion of these courses to some effect is an essential building block to success. If you’d like to explore education options here, please get in touch with us via this contact form or get in touch with your account manager.

Technical help - OnDemand Services

Engage our experts directly to help clarify our documentation or enablement, get answers to technical questions, or to get started quickly. Most customers have OnDemand Services included as a part of their license purchase. Getting help is easy! Follow the instructions from the OnDemand Services Portal End User Guide. If you cannot open a case, reach out to OnDemand@splunk.com and they can look into the issue for you.

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Project-based services

Project-Based Services are much more involved, typically larger-scale services engagements compared to ODS. With these, you will work with a Splunk Engagement Manager to determine and finalize the scope of the project. Once everything is signed off, we will work with you in lockstep to deliver on the agreed-upon project. If you’d like to explore options here, please get in touch with us via this contact form or get in touch with your account manager.

Support

Even the most savvy customer will need a little help. Whether it’s error messages, unexplained or unexpected behaviors, or incidents and outages, Technical Support is the first line of defense for all of your post-sales issues. Splunk Support Engineers will partner with you to ensure your environment is optimized to drive your journey with a focus on long-term technical health, so you can realize your ROI as soon as possible.

To review what is included with the Standard and Premium support programs, click here.

The Support Portal can be accessed from the Splunk.com home page for logged in users, or from the Splunk product application user interface. Bring up the navigation menu, scroll to the bottom of the side-bar, select Help & Support, and then select Support and Community. From there you will be able to open a support case.