



Support & Maintenance Guide

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1. What's Included

Support

The Group Logic Support & Maintenance Program is designed to help your organization be successful with our products and related technologies. The support program includes unlimited support incidents via email and phone. See below for information about submitting cases and what to expect and see the Optional Services section for additional options that may be useful.

Maintenance Releases

The program also includes access to maintenance releases of our products. We are committed to providing our customers with the best possible technology. To this end we are continually updating our software to address any issues that may arise and to add new functions in response to customer requests and market needs. Product updates, often referred to as "point releases" (i.e., 1.0 to 1.1), include minor enhancements and bug fixes. Product upgrades are designated as "full releases" (i.e., 1.0 to 2.0) and include major new features and functionality.

Maintenance releases are available at the following locations:

- ArchiveConnect: <http://support.grouplogic.com/aclatest>
- ExtremeZ-IP <http://support.grouplogic.com/ezlatest>
- MassTransit: <http://support.grouplogic.com/mtlatest>
- mobilEcho: http://support.grouplogic.com/?page_id=3598

2. Support Process

Submitting a Case

You can submit cases through any of the following methods:

- **Web:** <http://support.grouplogic.com/request>. A case will be created automatically and you will immediately receive a confirmation email with the case number. The support team will also receive an email notification about the case.
- **Email:** support@grouplogic.com. The support team will receive the email you send. Please do not submit new cases to individual Support Engineers.
- **Phone:** 703-527-7979, option 5. If all Support Engineers are busy, you will have the option to leave a message. The voicemail is automatically transcribed and emailed to our support team.

You will receive an initial confirmation email with a case number. For cases submitted via the web, this will be an immediate automated email. Cases submitted via email or voicemail will be entered as soon as possible, during our regular support hours.

To ensure that your case or request gets the widest visibility, the distribution list for support@grouplogic.com includes the support team, the VP of Support, the Product Managers, and the CTO.

Priorities & Assignment

We assign each case one of the following priorities to indicate the impact it has:

- Critical Impact
- Serious Impact
- Minor Impact

Your case will be assigned to a Support Engineer with the appropriate knowledge and availability to help.

Case Follow-up

If you submit your case via web, email, or voicemail, the assigned Support Engineer will contact you as soon as possible, during normal support hours. The timeframe will depend on current caseload and urgency.

Depending on the nature of the case and your preferences, the follow-up may proceed via email or phone. Your Support Engineer may also suggest that you work together through web-based screen sharing. After the initial response, case follow-up will depend on the nature of the next steps. In some cases, the next step may require that you gather more information or wait for another occurrence of the problem.

Escalation

Some cases may require involvement from outside of the support department. As warranted, your Support Engineer may escalate the case to involve one or more of the following teams:

- Development
- QA
- Product Management
- Sales

In most cases, the Support Engineer will remain as your case owner and point of contact. Exceptions may occur in situations where the case involves a sales matter or a matter of future development that should be discussed with a Product Manager.

In some cases, Support will consult with Development to determine whether the observed problem is a bug or to establish next steps.

If the case is dependent on a bug fix or other product change, it will be escalated to the maintenance queue for resolution. Support, Development and Product Management will determine the priority for the product change. Once the change has been implemented, our QA team will verify that the fix works and that it does not introduce unintended side effects. It will then be made available to all customers on maintenance, or initially to a subset if the change is isolated.

3. Standards

Hours of Availability

Normal support hours are as follows:

8:00 a.m. to 6:00 p.m. Monday through Friday EST (GMT - 5:00), except the following holidays:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Holidays that fall on a weekend in a given year are normally observed the closest Monday or Friday.

See the Optional Services section below for information about off-hours support.

While we do not guarantee follow-up times, our target timeframes for initial response are:

- Critical Impact: as soon as possible, usually less than 1 hour
- Serious Impact: within 4 hours
- Minor Impact: within 6 hours

The timeframes apply during our normal business hours.

4. What We Need From You

Case Information

First, we need you to let us know when you have a problem, question, need or request. We want you to be successful in using our products, but we can't help with needs we don't know about.

When you contact us, we will generally need to know at least the following:

Contact information

Name

Company name

Serial number

Email address and/or phone number

Product / Problem Information

Product (e.g., ArchiveConnect, ExtremeZ-IP, MassTransit, mobilEcho)

Specific Version (as specific as possible, such as 6.0.4x40)

Problem Description

Platform (e.g., Windows Enterprise 2008R2)

Best Practices

By following our recommend best practices, you may be able to avoid some problems. These include:

- Check our web site for the latest release and update to it when appropriate. Each of our products has a release history file that lists changes and bug fixes so you can look to see if an issue you've encountered may be resolved by an update.
- Follow the best practices documentation on our web site
- Check our Knowledge Base for tips and solutions
- Practice general best practices for your server:
 - Maintain sufficient free disk space and RAM (see ReadMe file for requirements)
 - Apply operating system and driver updates on a regular basis
 - Maintain security against hackers and unauthorized users

A Note About Consultants

Our customers sometimes have technical consultants or contractors contact us for support. We're happy to work with them, but we suggest that a stakeholder in your organization also stay in the loop about the issue. We have encountered some cases where progress requires that someone pursue troubleshooting steps or try making changes to related systems. If the consultant does not have the authorized hours or other access available, the case may stall. By staying in contact with us, you can make the best decisions about how to proceed.

5. Optional Services

Off-Hours Support

We offer pre-scheduled off-hours support. If you expect to need assistance outside of support hours, you can contact us 24 hours in advance to arrange for a Support Engineer to work with you. This can be useful if you are unable to make changes to a server during business hours or need to assistance with a weekend migration. This service is offered for \$300/hour, billed in 15-minute increments. For more information, please see our [Professional Services Offerings](#).

Installation

We can assist with installation of MassTransit, ExtremeZ-IP, and ArchiveConnect remotely or onsite. This can be combined with administrator or user training. For more information, please see our [Professional Services Offerings](#).

Training

While we are happy to answer questions as part of our support process, this is not a substitute for comprehensive training. If you or certain people in your organization depend on our products, you may benefit from our formal training options, which are targeted at various levels and can be delivered remotely or onsite. For more information, please see our [Professional Services Offerings](#).

Beyond Support

We try to provide as much support as needed to help you use our products successfully. We are well known for going beyond our products to help with related technologies and problems. However, cases do sometimes reach a point where they extend beyond regular support. In some cases the problem may need to involve a support representative for a related software or hardware product. In other cases, we may be able to help through our hourly consulting offering.

Here are some examples of problems that may extend beyond regular support:

- General network performance issues: We'll start out trying to find the cause and to reproduce the problem, if applicable. In some cases, the investigation point may point to more fundamental network issues. We may be able to make recommendations for remedies or a path that your network administrators can pursue further.
- Crashes with other root causes: We go to great lengths to prevent or track down problems that could cause our products to crash. If you do encounter a crash, we'll work with you to get debug logging and/or try to find steps to reproduce the problem in our lab. In some cases, the investigation points to another software product (e.g., anti-virus, a buggy or outdated driver) or a hardware problem (e.g., RAID cache, unstable system). If we get to that point, we'll make

recommendations you can pursue to fix the root problem. We are happy to work with you and support representatives for related products to help pinpoint problems.

- Certain DFS issues. If you are using ExtremeZ-IP's support for Microsoft DFS, standard Support covers DFS issues and questions that relate specifically to ExtremeZ-IP. We also offer an optional package called the "Group Logic DFS Kickstart" for customers that require more general assistance or training with Microsoft DFS. Please see our [DFS Support](#) page for more information. Below are some aspects of DFS configuration that are beyond standard support but covered by the DFS Kickstart:
 - Binding Macs to the domain, if needed
 - Complex DFS implementations (more than 3 namespaces, more than 100 targets, more than 5 DFS sites)
 - DFS Cluster failover configuration / redundancy
 - Configuration of Windows and Active Directory DFS configuration
 - General network accessibility issues
 - DFS problems that also occur on Windows without involvement from ExtremeZ-IP

For more information about our optional services, please see <http://www.grouplogic.com/products/extremeZ-IP/?fa=dfs-support>.

6. Lapsed Support

If your support contract lapses, you will be ineligible to use support or receive maintenance releases. Re-instating support later will require payment of the current support fees plus an additional penalty of 25% of the current retail cost of your licenses, once the contract has lapsed by more than 30 days.

7. Resources

Web

Your starting point can be our Support site at <http://support.grouplogic.com>. It contains various resources:

- Knowledge Base: <http://support.grouplogic.com/knowledge>
- Product Support Pages, each with a KB articles, customer forums, a blog, and latest releases:
 - ArchiveConnect: <http://support.grouplogic.com/ac>
 - ExtremeZ-IP: <http://support.grouplogic.com/ez>
 - MassTransit: <http://support.grouplogic.com/mt>
 - mobileEcho: http://support.grouplogic.com/?page_id=3595
- Latest Releases RSS Feeds:
 - ArchiveConnect: <http://www.grouplogic.com/acreleases.xml>
 - ExtremeZ-IP: <http://www.grouplogic.com/ezireleases.xml>
 - MassTransit: <http://www.grouplogic.com/mtreleases.xml>
 - mobileEcho: <http://support.grouplogic.com/?feed=rss2&tag=mobilecho>
- Support request form: <http://support.grouplogic.com/request>