



Technical Support Guide

Version 6.14

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Overview

Thank you for choosing to do business with Attachmate. We view high quality technical support as an important element of our brand, and we place a great deal of importance on your satisfaction. This guide describes the technical support services that you have purchased as part of your maintenance plan and explains how to use them.

Our people. We have highly-skilled and experienced people on our team. Our Technical Support Engineers have extensive experience with the Attachmate product they support and the environments in which the products run. In addition, our team members are consummate troubleshooters who excel at resolving product issues. Attachmate has an open and collaborative environment that promotes close interaction between our experts in Technical Support, Services, and Development, enabling us to bring all of this collective expertise to bear on our customers' issues.

Our web site. Additionally, we maintain an extensive knowledge base containing all of the resolutions to known problems. Some of this knowledge is shared with you on our technical support web site. In addition to knowledge sharing, the My Support feature on our support site enables you to centrally manage your service requests and contact information, as well as access product upgrades and service packs. With support on the Web, you can find the information and resources you need to solve issues on your own, or contact us to report new issues.

Contacting Support

Attachmate Technical Support centers around the world provide local product support in a variety of languages. You can contact us through the Web, e-mail, or by phone. For contact information specific to your product and geographic location, visit our technical support site <http://support.attachmate.com/contact/>.

To receive technical support, you must purchase maintenance for your product. For information about purchasing maintenance, contact your local Attachmate authorized distributor or your local Attachmate office. (See the Attachmate web site at <http://www.attachmate.com/Worldwide/> for contact information.)

E-mail

In the US and Canada, e-mail support@attachmate.com.

In Europe, the Middle East, and Africa, e-mail the EMEA support center directly at emeasupp@attachmate.com.

In other countries, e-mail your local Attachmate office or e-mail support@attachmate.com.

Attachmate Maintenance Program

The Attachmate maintenance program includes a range of benefits and access to our industry-leading technical support. To meet the requirements of various IT environments, Attachmate offers three maintenance plans: Basic, Elite, and 24x7 Elite. The Basic maintenance plan is designed to handle the needs of most IT environments, while the Elite and 24x7 Elite plans are designed for larger, more complex environments.

Basic Maintenance Plan

Purchasing a Basic plan entitles you to product-related benefits as well as access to technical support for your product. Our technical support team provides expert troubleshooting to protect and optimize your software investment. This group of skilled technicians has an average tenure of more than eight years, and each support engineer has the authority and the responsibility to work with you to develop the best resolution to your issue.

With a Basic maintenance plan, you receive

- Free product version upgrades, service packs, and other exclusive file downloads.
- Real-time online service request management.
- Online access to your organization's entitlement information, including licensed quantities and maintenance expiration dates.
- Authorization for four representatives to contact support.
- Unlimited web access to a comprehensive solution library.
- Reduced license costs with volume price-level protection.
- Trade-in options at discounted prices.
- Discounts on multi-year renewals.
- Cumulative maintenance volume discounts.
- Special pricing for Attachmate technical training.

Elite Maintenance Plan

In North America and EMEA, if you purchase the Basic maintenance plan for all licenses of a product, you can qualify to purchase the Elite maintenance plan. The Elite plan includes all of the benefits of the Basic plan, plus

- A dedicated support specialist who understands your IT environment and serves as your single point of contact.
- One-hour target response time.
- Priority service request handling.
- Authorization for eight representatives to contact support.
- Elevated visibility for product enhancement requests.
- Product lifecycle extension of 12 months for Discontinued Attachmate product versions.
- Annual site visit by your dedicated support specialist, at your request, in North America and EMEA.

24x7 Elite Maintenance Plan

Elite plan subscribers may purchase 24x7 protection, which is designed for large organizations that need to ensure round-the-clock service for their mission-critical applications. The 24x7 Elite plan includes all of the benefits of the Elite plan, as well as after-hours access to technical support for System Down issues.

When you contact us after-hours, the Technical Support Engineer on call will make a reasonable effort to resolve the issue as soon as possible. Please keep in mind that development resources are not available outside of normal Attachmate business hours, 8:00 a.m. to 5:00 p.m. Monday through Friday, Pacific Time.

Note: Attachmate Technical Support does not guarantee that we can resolve all technical issues reported. However, we will provide reasonable effort using generally accepted industry standards and practices to resolve the situation or find an acceptable workaround. There will be situations where we are unable to resolve your problem. There will also be situations where the best solution is to upgrade to the most current version of software product.

How to Purchase or Renew Maintenance

Typically, a maintenance plan is purchased at the time of your initial Attachmate software purchase and is renewed annually on your purchase anniversary. You can add to your maintenance plan(s) as you acquire new Attachmate products. Each Attachmate product must be covered by its own maintenance plan. Maintenance for a specified product must be purchased for all licensed copies of that product.

Customers with maintenance receive support for their products at a level defined by the Attachmate Product Support Lifecycle. The lifecycle phase for a product's version is listed on the support site, <http://support.attachmate.com/programs/lifecycle/>.

Your deployment of the maintained product may not exceed the number of licenses covered under maintenance. Use of maintained products must also comply with the terms and conditions of the Attachmate software license agreement accompanying the maintained product version. When a new version is deployed, you must stop using and discard the previous version of the Attachmate software.

For information about purchasing maintenance, contact your local Attachmate authorized distributor or your local Attachmate office. (See the Attachmate Worldwide information at <http://www.attachmate.com/Worldwide/>.)

Support Online—support.attachmate.com

Attachmate's Technical Support web site offers troubleshooting information all day, every day. With support on the Web, you can find the information you need to quickly resolve problems on your own, or contact us online.

You will find the following resources on our support site:

My Support—Maintenance plan customers can centrally manage their Attachmate technical support-related tasks. With My Support, you can bypass the phone screening process by managing your service requests online. You can check real-time status on existing service requests, open new service requests, view your maintenance plan details, update your contact information, and download product upgrades and service packs for your maintained products.


Solution Library—Our library of technical notes and articles captures years of Attachmate troubleshooting experiences and enables us to share that information with our customers.

Download Library—The download library contains timely service packs and updates, handy utilities, and useful code samples.

Programs and Policies—Learn about the maintenance plans we offer, the lifecycle status of your product version, or access this Technical Support Guide.

Contact Support—Find support contact information based on your product and geographic location.

Search Support—Use our search features to retrieve technical articles and file downloads prepared by our engineers.

Note: You will be prompted to log in before you can access some features on our support site, such as certain files for download and access to your service requests. These restricted features are identified with a  icon.

Before Contacting Support

If you determine that you need to contact Technical Support, be ready to provide the following information in the online service request form or over the phone to our Attachmate Service Representative. If you don't have a maintenance plan on the software for which you are calling, you will be directed to a Sales Representative.

- Maintenance entitlement information:
 - Web: User ID and password
 - Phone: VPA number
- Service request number (if you're calling on an existing case)
- Contact name
- Company name

Having the following additional information readily available when you contact us improves your Technical Support Engineer's ability to quickly diagnose and resolve your issue.

Product

- Which Attachmate product and version are you using?
- Are there any hotfixes or service packs installed?
- What operating system are you using it with?

Installation

- Is this an upgrade, existing, or new installation?
- Is it a local or network installation?
- Has it ever worked? If so, when did it stop working?

Connection

- What type of connection are you using (for example, Telnet, SNA, SSH)?
- What are the connection details (such as adapter, gateway, network, etc.)?

Error Message

- What is displayed on the screen? Can you provide a screenshot?
- Did you receive any error messages?
- What are the exact error messages?
- Under what circumstances do the errors occur?
- Can the errors be cleared?

Symptom

- Is the symptom reproducible?
- Is the symptom intermittent?
- What seems to make the symptom (temporarily) go away?

Callback Times

With an Elite or 24x7 Elite maintenance plan, during regular Attachmate business hours, your call will be forwarded to your support engineer. If your engineer is not available, you can leave a voicemail or request to speak to another engineer.

Elite and 24x7 Elite customers can expect a callback within a one-hour target timeframe during regular Attachmate business hours.

After hours, 24x7 Elite customers can contact support for System Down issues (defined in the table below). Expect a one-hour target response time from the engineer on call.

For customers with the Basic maintenance plan, the callback time target is based upon the severity and impact of the issue:

Severity	Impact	Callback Target
System Down	A mission-critical application is down or so severely impacted that users cannot work. The entire enterprise is affected.	Elite – 1 business hour Basic – 2 business hours
Critical	Issue impact results in a severe loss of service and is difficult to work around. A large number of users in a production environment are affected.	Elite – 1 business hour Basic – 4 business hours
Moderate	Issue impact is an inconvenience to users. Business is proceeding with a minor loss of service. A workaround is available..	Elite – 1 business hour Basic – 1 business day
Minor	Issue does not have a significant business impact.	Elite – 1 business hour Basic – 2 business days

Callers who do not have a maintenance plan will be connected to a Sales Representative. If you have a maintenance plan, but are not an authorized support contact, you will be referred to the primary authorized contact in your organization.

Service Request Handling

When you open a service request through the Web, by e-mail or phone, we verify your maintenance plan, assign a number to your issue, and forward your request to a support engineer for handling.

Authorized Support Contacts

Your maintenance plan outlines the number of representatives from your organization who are authorized to contact technical support. With the Basic maintenance plan, you may designate one primary contact and up to three additional contacts within your organization who can submit an unlimited number of service requests. The primary authorized support contact for your maintenance agreement can request that access to downloads be restricted to specific support contacts.

With the Elite and 24x7 Elite plans, you may designate one primary contact and up to seven additional contacts within your organization who can submit an unlimited number of service requests to your dedicated support technician.

Strategically selecting your support contacts will maximize the benefits of your maintenance investment. It is advisable to designate IT people in your organization who are responsible for testing, deploying, and/or supporting Attachmate products.

If one of your end-users needs support, an authorized support contact may open a service request and request that the technician work directly with the end-user. The service request will be opened in the authorized support contact's name.

Service Request Number

Each issue that comes into Technical Support by any channel (Web, e-mail, or phone) is recorded and assigned a unique number. This service request number enables our support engineers to track your service request until the issue is resolved. It is important to record this number for reference if you want to call for a status update on your service request.

Issue Severity

When you open a service request, it is helpful if you communicate the severity level of the issue based on the impact to your business. For severity level definitions, see the table on the previous page of this guide.

Call Ownership

Typically, one engineer owns your service request and works with you until the issue is resolved, so there is no need to escalate or restate your problem. Your engineer consults with additional technical experts and development staff (and in some cases, even other vendors) as needed to resolve an issue.

Our technical support team provides expert troubleshooting to protect and optimize your software. This group of highly skilled technicians has an average tenure of more than eight years, and each support engineer has the authority and the responsibility to work with you to develop the best resolution to your issue.

TSANet Membership

In this time of integrated and complex multi-vendor IT environments, you need a vendor who will work with you to resolve issues, rather than engage in finger-pointing with other vendors. As a member of TSANet, Attachmate has access to a group of collaborative support organizations that work to address mutual customer issues.

Support Services

The automatic software upgrades and expert technical support included in a maintenance plan help you maintain a stable enterprise environment while implementing new technology.

Installation Assistance

As a maintenance customer, you are entitled to assistance for your installation, configuration, and usage questions. When the nature of the technical issue goes beyond specific questions and requires step-by-step help in deploying or customizing the software, Attachmate Technical Services will be recommended.

Reporting a Product Defect

Defects are features or functions that do not work as documented. You can report what you consider to be a product defect by opening a service request. We will accept and record defects reported against currently supported versions of Attachmate products and investigate them at our discretion.

Defective media should be returned to the point of purchase for an exchange. Exchanges can be made only for current, commercially available products.

Enhancement Request

You can suggest a change, improvement, or new feature for the Attachmate product you are using by opening a service request. We will evaluate all product enhancement requests as candidates for future product releases. All product enhancement requests become the property of Attachmate.

Product Release Terminology

Attachmate uses the following terminology to describe our product releases and software updates:

New Release/Upgrade

A new release or upgrade contains major feature enhancements such as new functionality, improved performance, and advanced technology, as well as fixes provided in previously released service packs. A new release is a software package that installs independently or replaces a prior-installed version of a product with a newer version of the same product. The upgrade process typically leaves existing customer data and preferences intact while replacing the existing software with the newer version. As a maintenance customer, you are entitled to all new releases for your product during your plan year.

Service Pack

A service pack is a scheduled and tested product update designed for wide distribution. It is cumulative, incorporating the enhancements from previous service packs, hotfixes, and security updates. Once a hotfix is released in a service pack, support for the hotfix transfers to the service pack, and you must install the service pack.

Hotfix

Distributed on a limited basis, a hotfix is a cumulatively built product update that addresses specific customer issues and enhancement requests. Hotfixes are unit-tested, not system-tested, against the product features. As a result, hotfixes may sometimes cause unrelated problems to the system.

Add-on

An add-on is a utility or additional product functionality that is distributed outside the context of a product release. Add-ons may be integrated into the next full product release.

Workaround

Instead of waiting for code-level changes to resolve an issue, a workaround is an alternative solution offered to a customer.

Support for Older Versions—Product Support Lifecycle

We strongly recommend that you upgrade to current releases of Attachmate software as they become available. To maintain consistently high levels of expertise within our worldwide support staff, we devote the majority of our support resources to supporting current versions of Attachmate software.

The Attachmate Product Support Lifecycle defines the phases and levels of support customers can expect to receive as products move through their lifecycle:

Phase	Current	Mature	Retired	Discontinued
Product Technical Support	Full technical support available*	Full technical support available*	Full technical support available*	No interactive technical support assistance**
Product Defect Support	Research and test to determine best solution; correct defects or provide workarounds*	Limited defect support or workaround*	Workarounds only*; no defect support (no access to service packs)	Not available
Web-Based Solution Library Information	Available	Available	Available	Not available after 6-12 months
Triggering Event	Product release date	Reclassification by Attachmate (typically begins when a new version is released)	Reclassification by Attachmate	Reclassification by Attachmate
Phase Duration	Dependent on market demand, generally 6-12 months	Generally 6-12 months	Generally 12 months	Indefinite

* Requires an Attachmate maintenance plan.

** Exception: Product Lifecycle Extension, a feature of the Elite Maintenance Plan, provides interactive support assistance during the first 12 months a product version is Discontinued.

Note: Attachmate reserves the right to change our product support guidelines or our product classifications without notice at any time.

The Product Support Lifecycle version status for each product is listed on the Attachmate support site, <http://support.attachmate.com/programs/lifecycle/>.

Attachmate Technical Services

The Attachmate Technical Services group provides over twenty years of host access product experience along with the latest development skills to help you solve business problems through host access integration, product implementation, customer training, architecture, design and application development. This experience helps you extend, manage, and secure your host access environments and applications.

- **Implementation Services** – Includes analysis, planning, and design for product installation and configuration to improve and streamline host legacy access including migration to new host access and integration tools, security, deployment, and centralized management of host access and integration workstation and server products.
- **Product Training and Mentoring** – Product experts provide an in-depth understanding of the features and functions of Attachmate products for administrators and users and how to apply them in your environment; developers mentor the customer's team on best practices and methods gained from their own project experience of applying our products to solve problems for customers throughout the world.
- **Application Design and Development** – Attachmate Technical Services provides experienced developers who specialize in host integration application analysis, design, architecture, and development to quickly leverage existing host data and logic and create integrated solutions that solve business problems and improve productivity.

To contact Attachmate Technical Services, please contact your Attachmate Sales Representative, or visit our web site at <http://www.attachmate.com>.

Feedback

The support and services that we offer are based on the input we receive from you, our customers. Your satisfaction with our support procedures and online features is important to us, so your feedback is extremely valuable.

The information we gather from your comments and through surveys is used to determine how we can improve the quality of support and services we provide.

Comments - Please send comments about any of our support services, including this guide, to support@attachmate.com. You may also call your regional Attachmate Technical Support center.

Customer Satisfaction Feedback - Attachmate Technical Support contracts with a third party, TNS, to conduct regularly scheduled customer satisfaction surveys with our North American and EMEA customers who have requested technical support. Customers rate the importance and satisfaction of several technical support components. Attachmate Technical Support consistently receives high satisfaction ratings.

The information in the Attachmate Technical Support Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Attachmate reserves the right to change the support policies and procedures at any time.

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Attachmate

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