



Technical Support Guide

Version 6.1

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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/en-US/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

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 critical priority 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.

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/version/>.

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/en-US/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?

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

1500 Dexter Avenue North

Seattle, WA 98109 USA