

Numara Software Guide to
Software Maintenance
Services

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Scope of Software Maintenance Services

Numara® Software Technical Support is intended to assist clients with specific reproducible issues resulting from the normal use of the Software on active platforms and to provide answers to urgent questions about Software usage. To resolve issues, Numara Software Technical Support requires that clients perform reasonable troubleshooting tasks as recommended by Numara Software Technical Support representatives.

The available Maintenance and Support Plan offerings provide a variety of possible contact methods. Depending on the Software (Product) and related available Maintenance and Support Plan you purchase, various forms of support contact including electronic support and telephone support may be available. Renewal or purchase of a new Maintenance and Support Plan indicates that the client agrees to upgrade to and install and operate the current Product release, if required. Numara Software reserves the right to require a client to upgrade to the current shipping Product release to resolve an identified problem or technical issue. The Numara Software agreement to provide technical support does not imply that Numara Software will fix all software defects or make requested changes to the software.

Generally, technical inquiries are limited to the following areas:

- Installation of Numara Software products
- Connection issues between Numara Software applications and supported databases and/or supported third party software
- Product-usage or functionality questions related to Numara Software products
- Numara Software product upgrade assistance
- Numara Software product migration assistance¹

As a result, the following are some of the areas that are not supported:

- Installation, set-up and configuration of operating systems, database products, network devices and third party applications.
- Installation of Numara Software products in environments other than those specified in the System Requirements document.
- Resolution of network, system or environmental errors not directly related to Numara Software products.
- Use of Numara Software products in conjunction with 'Alpha' versions, 'Beta' versions, or versions of operating systems, service packs, database products and third party applications that are not certified by Numara Software.
- Alterations, revisions or customizations made to the Numara Software products or the underlying database by the client or by Numara Software at the client's request.

¹ Up to 1 hour of migration assistance is provided for Numara Track-It! and Numara FootPrints. Migration assistance includes but is not limited to database migrations, platform migrations and migrating Numara Software from one server to another. Additional migration assistance is available from Numara Professional Services.

- Writing login scripts outside of providing the commands necessary to be included in your login script.
- Migration, mapping or importing data from a third-party application or other data source.
- Data Recovery of a corrupted database.
- Continued support for issues where Numara Software has provided corrections that the client has not implemented or the client has not provided data requested by Numara Software.
- Connectivity issues caused by third-party services, service providers, hardware, or software.
- Custom Crystal Reports, product customization and enhancement requests².
- Inquiries on information technology practices, application consulting or training².

Numara Software Technical Support may refer issues arising from a need for training, implementation services and/or customization to Numara Software Professional Services group. These offerings are fee-based services and not included in your Maintenance and Support Plan. You may engage Professional Services at your option.

² For assistance contact Numara Software Professional Services at ProServices@NumaraSoftware.com.

Contacting Numara Services Technical Support

Your assistance in completing and documenting your initial resolution attempts before you contact Technical Support is greatly appreciated and will generally help us resolve your issue more quickly. When submitting or contacting Technical Support with a question or issue, you will need to provide the following information:

Client information:	
Incident Number ³ (previously assigned ⁴)	
Numara Software Client number (if available)	
Company name	
Contact name	
Phone number	
E-mail address	
Product information:	See the program's 'Help -> About' menu for product details
Product name	
Version number	
Product Serial number (if available)	
Server information:	
Operating System & version	
Database version	
Any applied service packs	
Any applied hot fixes	
Severity Level	1: System Down 2: Functional Problem 3: Inconvenience 4: General Use
Problem description:	Provide a detailed description of the problem, including the steps to reproduce the problem. Failure to provide this detail will delay your resolution. Include affected third-party applications (and behavioral symptoms)

³ For each specific support request, an incident number is created. If a client calls or electronically submits several different support requests, Technical Support may create different incident numbers to track each request. Clients should take note of any assigned incident number(s), since this information will be required in any subsequent communications regarding the original support request.

⁴ For continuation of an existing, open incident.

Specific Maintenance and Support Plan features can be found in this document. The following is a general description of the resources and their respective access methods.

Online Support Resources

Online support resources are found at <http://support.numarasoftware.com/support.asp> and are available to clients who purchase a Maintenance and Support Plan that offers this feature. This self help tool is available 24 hours a day and 7 days a week, subject to occasional unavailability due to scheduled or unscheduled maintenance and Internet or Web site hosting availability. Numara Software is not responsible for downtime that may occur and no refund of fees paid will be provided as compensation for resource unavailability. This resource provides access to online Numara Software Technical Support knowledge articles, documentation and other problem-solving resources. We recommend accessing this resource as the first step in resolving your issue or question as this resource provides the fastest solution to the most common technical support issues.

Electronic Support

Electronic support is available to clients who purchase a Maintenance and Support Plan that includes this feature. Clients can submit support requests via an online form by navigating to <http://support.numarasoftware.com/> and clicking the <Submit a Request (eSubmission)> item in the Support Links menu. You will be asked to login to the support site with your profile and to provide a detailed description of your issue.

Telephone Support

Telephone support is available to clients that purchase a Maintenance and Support Plan that includes this feature. Eligible clients may contact Numara Software by calling the designated telephone number provided. When calling Numara Software Technical Support, clients should be physically at the computer where the issue situation exists. We suggest you have your product documentation available along with the required current information specified above at the beginning of this section.

Remote Connect and Scheduled Support Services

These support features are available to clients that purchase a Maintenance and Support Plan including this option if such a Plan is made available. By previous scheduled arrangement, clients will be contacted by Numara Software Technical Support. Clients should be available at the determined time and able to accommodate the activity that occurs as part of this service.

Software Maintenance

Severity Levels

When an issue is received, we require client input relative to the severity and impact of the issue as part of our resolution process. Using the technical support form found earlier in this document will improve our ability to respond to your issue submission in a timely and accurate manner. The table below outlines the different severity levels assigned by Numara Software for support requests.

Severity Level	Description
1: System Down	System is inoperable / not functioning to all users. ⁵ Data may be lost.
2: Functional Problem	Business outage or significant impact threatening future productivity. Very difficult to work around; system usage is very limited. No data loss.
3: Inconvenience	Problem impact is high; production is proceeding but in an impaired fashion. Workaround is available.
4: General Use	Issue does not have significant current productivity impact. Examples: usage questions, cosmetic problems, and enhancement requests.

Product Lifecycle

Software product lifecycle phases are as follows:

- “*Current*” = currently shipping product release
- “*Prior*” = the most recent previous release if available
- “*Retired*” = all earlier releases

Our general policy is that the Current and Prior releases are considered Active. Numara Software Technical Support will attempt to assist customers using Retired releases but may require a customer to upgrade to an Active release to provide effective support or to address a software issue. Refer to the [‘Numara Software Active Versions’](#) chart on the page 9.

Availability of Product Releases and Maintenance Releases

Product Releases: Numara Software offers two types of Product Releases:

- A “version” release, which is denoted by a number change to the left of the dot (“.”) shown as in the capital “X” in the following version **X**.xx.xxx.
- An “update” release, which is denoted by a number change to the first decimal place to the right of the “dot” shown as in the capital “X” in the following version x.**X**x.xxx.

⁵ No one can log into the Numara Software product and/or e-mail submissions to Numara FootPrints or Numara Track-It! are not being processed and e-mail submission is the primary mechanism used to submit issues and work requests.

The primary focus of either type of Product Release is to add functionality or new features to the product thereby *upgrading* the product.

Maintenance Releases: Maintenance Releases are provided by Numara Software technical support through either a Service Pack or a Hot Fix. The primary focus of a Maintenance Release is to provide corrections or adjustments to the existing product functionality (as opposed to adding new features or functionality). Adding a number or letter to the right of an update release denotes a “service pack” as shown in the capital “X” in the following version: x.**xX**.xxx. Changing just the build number denoted by the number to the right of the second “dot” is a “hot fix” as shown by the capital “X” in the following version: x.xx.**XXX**. Maintenance Releases (services packs and hot fixes) may be made available from time to time and are only available for Current product releases. New features or functionality may be included in a Maintenance Release at Numara Software discretion.

Maintenance Releases and Product Releases are provided to clients with a Maintenance and Support Plan that includes these features. Maintenance Releases are generally made available using the following methods:

- Email from a technical support engineer
- FTP site (client-assigned password protected)
- Web page download
- Support Center

Product Releases are generally announced via our company Web site or directly targeted communication to our clients and will normally include instructions on how to acquire the new product release.

Third Party Products

Numara Software may contract with other companies to provide additional Software and/or features in a Numara Software branded or unbranded fashion. Numara Software responsibility with regard to Numara Software third-party branded (non-Numara Software branded) products is restricted to ensuring that they install and integration points with Numara Software products are functional. Numara Software branded products are treated as Numara Software developed Software for Maintenance and Support purposes.

Numara Software Active Versions

The table below represents the Active Numara Software product releases. Our general policy is that the Current release and the most recent previous release, the Prior release, are considered Active, while earlier releases are considered Retired.

Product	Version	Status
Numara® Track-It!®	9	Current
Numara® Track-It!®	8.x	Prior
Numara® FootPrints®	9.5	Current
Numara® FootPrints®	9	Prior
Numara® Asset Management Platform	9.1	Current
Numara® Asset Management Platform	9.0	Prior
Numara® Asset Management Platform – Numara Deployment Manager	9.1	Current
Numara® Deploy	9	Prior
Numara® Asset Management Platform – Numara Patch Manager	9.1	Current
Numara® Patch Manager	5.9	Prior
Numara® Asset Management Platform – Numara Inventory Manager	9.1	Current
Numara® Asset Manager	8.5	Prior
Numara® Asset Management Platform – Numara Compliance Manager	9.1	Current
Numara® Asset Management Platform – Numara Power Manager	9.1	Current
Numara® Asset Management Platform – Numara Vulnerability Manager	9.1	Current
Numara® Asset Management Platform – Numara Device Manager	9.1	Current
Numara® Asset Management Platform - Numara® Remote Manager	9.1	Current
Numara® Asset Management Platform - Numara® Remote Manager	9.0	Prior

This listing is subject to change. When a product is to be retired, Numara Software will provide advance notice, generally by means of our Web site. We update the Web site periodically, so please visit us again for more information as it becomes available.

Product Retirement and Support Plans

If you have an active Maintenance and Support Plan and choose to continue using a Retired product version, be advised that no Maintenance or Product Releases will be offered for a retired product. Resolution of any Retired product issue will require that you upgrade to a Current version which may require you to upgrade at your expense hardware or system software including but not limited to server operating systems, desktop operating systems, database applications, etc. You may still access the support knowledge center to get answers to frequently asked questions 24 hours a day, 7 days a week from our support page on the Numara Software Web site. This is subject to occasional unavailability due to scheduled or unscheduled maintenance and Internet or Web site hosting availability or events beyond our control. However, this content in our knowledge center may remain available at our sole discretion. Choosing to continue using a Retired product does not entitle you to a refund of support fees.

Replacement CDs, diskettes, manuals or other media are not available for Prior or Retired product versions. However, this content may remain available via download from the support Web site at our sole discretion.

Purchase of a new Maintenance and Support Plan or renewal of an existing Maintenance and Support Plan requires you to upgrade to or purchase, install and register the Current release of the product along with the purchase or renewal of your Maintenance and Support Plan. Depending upon the product, when you renew and the Maintenance and Support Plan purchased, this action may carry additional costs. Learn more about your Maintenance and Support Plan options by contacting your sales representative.

Terms, conditions, features, service options and pricing for maintenance and support offerings and optional services are subject to change.

Maintenance and Support Plan Pricing

For pricing information on available Plans, contact your Numara Software Area Sales Representative.

Maintenance & Support Plan Description

Numara Software products are supported by the Maintenance and Support Plan shown below. The Maintenance and Support Plan (Premium Care) period is twelve (12) months.⁶ The purchase of additional Numara Software products or additional licenses and add-ons requires the purchase of the same level of Maintenance and Support Plan. If a Support Plan is not purchased, Install Assistance will be provided for 30 days.

Numara Software Maintenance and Support Plans ⁷	Install Assistance	Premium Care
Technical Support Services		
Toll-Free Phone Support – 8am to 8pm EST	X	X
Escalated Issue Follow-Up	---	1 business day
System Down Transfer to Senior Technician	---	Within 2 hours ⁸
eSupport		
e-Submissions and Responses	1 business day	1 business day
Support Solutions Database	X	X
Enhancement Request Database	X	X
Recent Searches and Articles Viewed	X	X
Web-based Defect Tracking and Reporting	X	X
Product Updates and Releases		
Maintenance Releases (hot fixes & service packs)	Warranty Period	X
Upgrade Protection (Product Releases)	Fee	X
Plan Availability		
Numara Asset Management Platform		X
Numara FootPrints		X
Numara Patch Manager		X
Numara Asset Manager		X
Numara Track-It!		X

Options available are as of May 2010. Terms and condition of Maintenance and Support Plans, support features, pricing and support availability are subject to change. Visit <http://support.numarasoftware.com/support.asp> for current information.

* 24x7 Support is available as an add-on service for Numara FootPrints customers. For additional information about Maintenance and Support Plan options and pricing contact your Numara Software area sales representative.

⁶ The minimum support plan period is 12 months. Two and three year plans are also available.

⁷ Availability of Maintenance and Support Plans are dependent upon the Numara Software product purchased.

⁸ Support customer will be transferred to an available Senior Technician; if a Senior Technician is not available every effort will be made for a Senior Technician to call within 2 business hours.