



e V M[®] T e c h n i c a l S u p p o r t
P o l i c i e s a n d P r o c e d u r e s





Table of Contents

- Introduction 2
- Policies and Scope of Support 3
 - Scope of Technical Support 3
 - Support Features 3
 - Registered Users 3
 - Access of Support Features 3
 - Nature of Problem and “Fix” Policy 3
 - TenAsys Software Issue: 3
 - Third-Party Technology Issue or Limitation: 3
 - Working as Designed: 3
 - Customer Obligations 3
 - Other Services 4
- Getting Started 5
 - How Do I Access On-line Support? 5
 - New User(s) 5
 - On-going Support Management 5
 - How Do I Get Support? 5
 - Website: 5
 - E-mail: 5
 - Phone: 5
 - Support Response Time 5
 - Incident Support information 5
 - Incident Number 6



Introduction

Ours is truly a business whose future depends upon the satisfaction of our customers. We understand that our products often run in mission critical applications where reliability and predictability is paramount. For that reason, our goal is to insure that you have the utmost confidence that our product(s) meets your current and on-going needs. It is, therefore, our sincere mission to provide you with the best and most efficient support service possible.

This document outlines the policies and scope of the technical support for TenAsys eVM products with the goal clarifying procedures and getting you up and running as fast as possible.

Please feel free to contact us if you have any questions at:

By e-mail at: sales@tenasys.com

By phone at:

Int'l: +1 (503) 748-4720

US: (877) 277-9189

Between the hours of 8:00 to 17:00 hrs
Pacific Standard Time (GMT +7).



Policies and Scope of Support

Scope of Technical Support

TenAsys Technical Support offers advice, information, and troubleshooting assistance on issues arising from the direct use of eVM[®]. We work closely with users to determine the root cause of issues and provide recommendations for resolving them.

Support is limited to the current code release of the TenAsys products. Suggested fix may require user to purchase the latest code release.

Information about current supported versions of eVM is available at www.tenasys.com.

TenAsys technical support will endeavor to provide a resolution to a software issue or a temporary work around as possible and appropriate

Support Features

Technical Support includes:

- Updates and bug fixes on current release;
- Access to a team of experienced engineers;
- Access to our online resources.

Registered Users

Registered Users will have Support Features.

There is a limit of two (2) Registered Users per copy of eVM.

Registration will require the Registered User to enter the “activation code” issued at the time of purchase.

Access of Support Features

Registered Users have life-time access to Support Features. This will allow users to download updates and bug-fixes for the code revision that they are running.

Updates and bug-fixes that are available for newer code revisions will not work on older code revisions.

Access of features and bug-fixes that are in later code revision will require the purchase of the current code.

Nature of Problem and “Fix” Policy

If you believe you have found an issue within a TenAsys product, TenAsys will investigate the issue and then determine which of the following categories it best fits under:

TenAsys Software Issue:

The functionality is not working as expected due to an issue within a TenAsys Software product. TenAsys must be able to reproduce the issue with the latest version of the product. Once the issue has been verified, it is submitted to our Engineering team.

Third-Party Technology Issue or Limitation:

The functionality is not working as expected due to an Issue or limitation within a third-party technology. In this case, contact the third-party technology vendor for additional assistance.

Working as Designed:

The functionality is working as expected. However, a product limitation prevents the desired behavior or you need additional customization to achieve the desired functionality. In this case, the engineer can submit a feature request to our engineering team or you can contact TenAsys sales (sales@tenasys.com) to see if such a feature might or could be added.

TenAsys will not assume responsibility and control of customer projects nor does TenAsys assume liability for TenAsys altering these projects directly.

In the course of supporting our customers, our engineers may determine that the software issue is not within the scope of technical support. In this event, TenAsys technical support will hand this over to sales which will attempt to provide an alternate resource, such as Consulting Services, to allow you to pursue the issue for an additional fee.

Customer Obligations

In order for TenAsys to resolve a software issue, the customer must provide TenAsys personnel with enough information regarding the issue in order to allow Technical Support to replicate the incident at TenAsys's site. For some products, the customer may be required to provide TenAsys with a demonstration to illustrate the reported behavior.



Other Services

Request for services outside the scope of this document needs to be discussed with TenAsys sales.



Getting Started

How Do I Access On-line Support?

New User(s)

Step 1

Go on line at www.tenasys.com/support and set yourself up as a Registered User, please register with the same e-mail account that you used when you purchased the product on-line and enter the "activation code" that you received in the purchase confirmation e-mail.

Step 2

We will verify your entry against the "activation code" information that you have entered and will send you an e-mail to confirm your registration.

Step 3

Login into your account and enter your support request with the given interface.

E-mail to evmsupport@tenasys.com or call if you have difficulty doing that. Make sure that you include the "activation code" in the Registered User setup, so that we can check your entry from our side.

On-going Support Management

Note: TenAsys does not do on-going checks on the eligibility of existing Registered Users. Hence, for your security, we recommend that you notify us when a Registered User leaves your company so that we may remove them from the approved list.

If you have any difficulty registering, please contact TenAsys Sales, toll free, at (877) 277-9189 or +1 (503) 748-4720 or at sales@tenasys.com prior to contacting technical support.

How Do I Get Support?

All support requests/questions are fielded through the website, by e-mail and phone.

Website:

Enter your support request/question(s) at <http://www.tenasys.com/support>. Follow the instructions.

E-mail:

Please send your requests/questions to evmsupport@tenasys.com. This will create a support ticket on the support website.

Phone:

Phone (877) 277-9189 or +1 (503) 748-4720 on workdays, Monday to Friday 8:00 to 17:00 Pacific Standard time (GMT + 7:00)

Support Response Time

TenAsys will provide a response to Customer's request for support services (the "Initial Response") as follows:

North America:

An Initial Response to a submitted problem report will be made by the end of the working day following receipt of the submission.

Outside North America:

An initial Response to a submitted problem report will be made by the end of the second working day following receipt of the submission.

Response times may be longer due to Holidays or unforeseen emergency closures.

As used herein, Initial Response means that TenAsys confirms receipt of an incident from user verifying the details of such incident, and delivering to user, if applicable, (a) a list of additional information reasonably required by TenAsys (see Incident Support Information below), and (b) a description of the assistance reasonably required by TenAsys from user to assist in the evaluation of the report and diagnose the error or symptoms.

Incident Support information

When entering your support request/questions through the web you will be asked to provide the following information:

1. Revision of the TenAsys and Windows software;
2. Platform that the software is being run on, including:
 - a. Manufacturer name;
 - b. HW revision;
 - c. Firmware Revision;

Users entering their support requests/questions by e-mail are urged to provide the above information up front to expedite the analysis of the support requests/questions.

Users phoning in their support request/questions are urged to have the above information ready for



the support person to enter the information on the support portal.

Incident Number

Users will be provided an incident number with which the response of the support request/question can be monitored and/or referred to.

In cases where the support request/question leads to multiple responses, users may be provided with multiple incident numbers.

the status of incidents will be posted on the website. Access will be provided by login in at www.tenasys.com/support/

Any communication with the support group should refer the incident number to facilitate the support group's access to the case.