



**INtime<sup>®</sup> Maintenance and Support  
Policies and Procedures**





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## Introduction

TenAsys is a business dependent on 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 ensure that you have the utmost confidence that our product(s) meet 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 INtime products with the goal of clarifying procedures and getting you up and running as fast as possible. Please feel free to contact us if you have any questions.

By website: [www.tenasys.com](http://www.tenasys.com) Please create a support case.

By email: [sales@tenasys.com](mailto:sales@tenasys.com)  
Or: [support@tenasys.com](mailto:support@tenasys.com)

By phone:

International: +1 (503) 748-4720

USA toll free: 1 (877) 277-9189

Between the hours of 8:00 and 17:00 hours

PST/PDT - Pacific Standard/Daylight savings Time (UTC -8/-7).

Europe: +49 (89) 45 46 9 47 - 0

Between the hours of 8:00 and 17:00 hours

CET/CEST – Central European [Saving] Time (UTC +1/+2).

## Policies and Scope of Support

### **Scope of Maintenance and Support**

TenAsys *Maintenance and Support* offers advice, information, and troubleshooting assistance on issues arising from the direct use of INtime®. We work closely with users to determine the root cause of issues and provide recommendations for their resolution.

*Maintenance and Support* is limited to the current and previous major code release of the TenAsys products. Suggested fixes may require the user to upgrade to the latest code revision. Information about current supported versions of products is available at [www.tenasys.com](http://www.tenasys.com).

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

### **Technical Support**

With an initial purchase of a product or a renewal of the annual *Maintenance and Support*, the one (1) year of *Maintenance and Support* includes:

- Up to two named support contacts to receive *Maintenance and Support*;
- All updates and software releases, including:
  - Bug fix releases;
  - Major releases with new features<sup>1</sup>.
- Access to a team of experienced engineers;
- Access to our online resources;
- Ability to submit support cases for 1 year.

### **SDK and the USB key**

The INtime Software Development Kit (SDK) is supplied with a USB key. A USB key is required for the SDK to run. The USB key and the SDK can still be used after the end of *Maintenance and Support* eligibility. However, users will have restricted access to *Maintenance and Support*, and will not have access to any updates and/or new revisions of the product and development tools.

*Maintenance and Support* eligibility may be verified with a request to produce the linked USB key# for the SDK and the associated annual *Maintenance and Support*.

### **Customer Obligations**

For TenAsys to resolve a software issue, the customer must provide TenAsys with enough information regarding the issue to allow TenAsys to replicate the incident at a TenAsys site. For some products, the customer may be required to provide TenAsys with a demonstration system to illustrate the reported behavior.

### **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 fits best:

#### *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 an 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 additional customization is needed to achieve the desired functionality. In this case, a feature request can be submitted to our engineering team or you can contact TenAsys sales ([sales@tenasys.com](mailto: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 *Maintenance and Support*.

<sup>1</sup>Does not include new derivative products, with different ordering nomenclature.

## Administration

### **Primary Business Contact**

The *Primary Business Contact* is the key contact point for TenAsys to communicate all administrative issues, including:

- New product availability;
- Annual *Maintenance and Support* pricing information;
- Appointment and approval of *Registered Users* and *Technical Contacts*;
- Invoicing & payment;
- Support renewal.

It is **important** that you keep us informed when there is any change to ensure that we can maintain appropriate communication channels.

### **Registered Users**

*Registered Users* (development engineers) are given access to the on-line technical information including updates, new releases, and technical bulletins. There is no limit to the number of *Registered Users*. (See the Getting Started section on how to add *Registered Users*.)

### **Technical Contacts**

*Technical Contacts* are the primary channel for *Technical Support*. A maximum of two (2) *Technical Contacts* need to be identified among the list of *Registered Users* by the *Primary Business Contact*. (See the Getting Started section on how to appoint *Technical Contacts*.)

### **Initial Product Technical Support Duration**

TenAsys *Technical Support* is included in the purchase of INtime products for a period of one (1) year from the date of purchase, recorded on the date of product shipment.

### **Annual Maintenance and Support Renewal**

*Maintenance and Support* is renewable annually. The customer is responsible for renewal. TenAsys will endeavor to notify the *Primary Business Contact* prior to expiry of the product's annual *Maintenance and Support* period. The *Primary Business Contact* should acknowledge interest in renewing the annual *Maintenance and Support* via email to [sales@tenasys.com](mailto:sales@tenasys.com) to initiate a quote to use in generating a purchase order. Annual *Maintenance and Support* will be renewed upon receipt of a valid purchase order starting from the date of the expiration of the previous annual *Maintenance and Support*.

### **Renewing lapsed Maintenance and Support**

Lapsed *Maintenance and Support* may be reactivated by purchasing *Maintenance and Support* for the lapsed period to the current date, plus coverage extending forward to the next anniversary of your purchase date that occurs no less than twelve (12) months from the date of the renewal purchase order.

For example: If *Maintenance and Support* expired two and one-half years ago, four (4) years of *Maintenance and Support* is needed to bring *Maintenance and Support* up to date. This will give access to all the latest updates and code revisions and provide a minimum of one (1) year of *Maintenance and Support* to align with the annual *Maintenance and Support* schedule based on the initial product purchase date.

### **Adding an SDK**

*Maintenance and Support* is included with the purchase of an INtime SDK for a period of one (1) year. Adding an additional INtime SDK will incur an annual *Maintenance and Support* fee for the additional INtime SDK after the first year. *Maintenance and Support* of the additional SDK will be included in TenAsys records.

Unless otherwise agreed to, the number of *Technical Contacts* is still limited to two (2) *Registered Users*.

### **Annual Support Fee Alignment**

The annual *Maintenance and Support* expiration date is based on the date on which the first SDK was purchased. To facilitate account management, we align the annual *Maintenance and Support* fees of an additional SDK to the period of the first SDK.

For example: If a second SDK is purchased three (3) months after the purchase of the first SDK, the second SDK will still have 3 months of support at the annual *Maintenance and Support* expiration date of the first SDK. At that point, the renewal quote will be for 1 9/12 times the annual *Maintenance and Support* fee to cover a full year of *Maintenance and Support* on the first SDK and 9 months for the second SDK.

Thereafter, the annual *Maintenance and Support* for both SDKs will be aligned at the anniversary of the purchase date of the first SDK.

### **Other Services**

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

## Getting Started

### **How Does Maintenance and Support Start?**

*New User(s):*

#### **Step 1**

Appoint a *Primary Business Contact* that is going to be responsible to administer account issues described in the administrative section.

#### **Step 2**

The *Primary Business Contact* must send TenAsys an email to [support@tenasys.com](mailto:support@tenasys.com) with a list of desired *Registered Users* including names and email addresses and identify two (2) *Technical Contacts* from that list. TenAsys may ask for the SDK USB key serial number(s) to validate the request.

#### **Step 3**

*Registered Users* must go on-line at [www.tenasys.com/register](http://www.tenasys.com/register), to register with a company domain email address. Then request to be linked to your company (the company that purchased the product) in the Profile page: [www.tenasys.com/profile](http://www.tenasys.com/profile). TenAsys will verify the validity of the request by asking for the SDK USB key serial number(s) for the user. All *Technical Support Service Cases* will be made available to the *Registered Users* for as long as the annual *Maintenance and Support* is active.

### **On-Going Maintenance and Support Management**

*Existing Registered Users:*

*Maintenance and Support* is automatically renewed for existing *Registered Users* upon the renewal of the *Maintenance and Support* agreement.

*Adding Registered Users:*

*Registered Users* can be added as detailed above.

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 list. TenAsys will only link *Registered Users* with a company domain email address. TenAsys will periodically send a list of *Registered Users* to the *Primary Business Contact*.

If you have any difficulty registering, please contact TenAsys Sales prior to contacting *Technical Support*. See the Introduction section for phone numbers and email address.

**How Do I Get Technical Support?**

All Technical Support requests/questions should be submitted by one of the designated *Technical Contacts* through the website (best method), by email, or by phone.

**Website (best method):**

Enter your *Technical Support* request/question(s) at <https://www.tenasys.com/my-tenasys/create-support-case/>. Follow the instructions for creating a new *Support Case*.

**Email:**

Please send your requests/questions to [support@tenasys.com](mailto:support@tenasys.com). This will create a *Support Case* on the support website.

**Phone:**

See the Introduction section for phone numbers.

**Support Response Time**

TenAsys will provide a response to your request for support services (the “Initial Response”) as follows:

**North America:**

An Initial Response to a submitted *Support Case* will be made by the end of the working day after it is received.

**Outside North America:**

An initial Response to a submitted *Support Case* will be made by the end of the second working day after it is received.

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

As used herein, Initial Response means that TenAsys confirms the receipt of a *Support Case* from a user verifying the details and delivering to the user, if applicable,

- (a) A list of additional information reasonably required by TenAsys (see *Support Case* Information below), and
- (b) A description of the assistance reasonably required by TenAsys from the user to assist in the evaluation of the *Support Case* and diagnose the error or symptoms.

**Support Case Information**

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

1. All of the TenAsys, Windows and Visual Studio software revisions;
2. Hosting Platform information, including:
  - a. Manufacturer name;
  - b. HW revision;
  - c. Firmware Revision;
3. The portion of the code that is exhibiting the problem. If this is not possible, a description of the code with a list of the called libraries (see Obligations).

Users entering their support requests/questions by email are urged to provide the above information in the initial request to expedite the analysis of the *Support Case*.

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

**Support Case Number**

Users will be provided a *Support Case* number for reference and monitoring of the response.

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

The status of *Support Cases* will be posted on the website. Access will be provided by login at [www.tenasys.com/my-tenasys/support-cases/](http://www.tenasys.com/my-tenasys/support-cases/) to all *Registered Users*.

Any communication with TenAsys should refer to the *Support Case* number.