



eVM[®] for Windows Technical 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 eVM for Windows 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 Please create a support case.

By email: sales@tenasys.com
Or: 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 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 their resolution.

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

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

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

Technical Support

Technical Support includes:

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

Registered Users

Registered Users will have access to *Technical Support*.

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

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

Access of Support Features

Registered Users have life-time access to *Technical Support*. This allows *Registered 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 revisions will require the purchase of the current code.

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 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 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) 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.

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 Technical Support?

New User(s):

Step 1

Go on-line at www.tenasys.com/my-tenasys/register/ and register with the same email account that you used when you purchased the product on-line and enter the “activation code” that you received in the purchase confirmation email.

Step 2

We will verify your entry against the “activation code” information that you have entered and will send you an email to confirm your registration.

Step 3

Login into your account and [Create a Support Case](#) in the Technical Support page.

Email support@tenasys.com or call if you have difficulty. 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 list. TenAsys will only link *Registered Users* with a company domain email address.

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 support requests/questions are fielded through the website, by email, or by phone.

Website:

Enter your *Technical Support* request/question(s) at 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. This will create a support ticket 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 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 and Windows software revisions;
2. Hosting Platform information, including:
 - a. Manufacturer name;
 - b. HW revision;
 - c. Firmware Revision;

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/support/ to all Registered Users.

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