



South River Technologies Maintenance and Support Services Guide

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Maintenance and Support Services Overview

Definitions

Support – a service in which SRT personnel answer questions, assist in troubleshooting, or workarounds.

Incident – An incident is any contact that you make with our support team, such as when you contact us with a problem or question, either by online tickets or telephone. You will be assigned a ticket number for each incident.

Priority – Each incident is assigned a priority from 1 to 3. Response and escalation times are based on the Priority. Priorities levels are defined on page 5.

Initial Response – This will be the first response to a ticket, or when you reach us by telephone

Escalation Response – When an incident is escalated, this is the response time from the time of escalation to the time of support engineer response.

Versions – SRT regularly updates our software and makes the updates available to customers. Updates are released as product versions and may be Major or Minor versions.

Major versions - released approximately once per year. The major version number is the year of the release. For Example, Cornerstone 2019 is the major release. Major versions typically include performance enhancements, new features, security updates and bug fixes.

Minor versions of software are released within the major release and are identified as build numbers. For example, Cornerstone 2019, Build 1735. Minor version release numbers are not necessarily consecutive, as some releases are internal and test releases. Minor releases typically include bug fixes and may include urgent security updates

Registration Code – Each major release has a unique registration code. When you update your support and Maintenance, you will be given a link to the download of the release and a registration code to activate the major version.

Support Eligibility

In order to be eligible for standard technical support, you must have a valid registration code for the current major version, have renewed your support service and have the current major version of software installed. The previous major version receives full support for 90 days after the next major version release. After that time, support is limited to configuration assistance only.

SRT Support Processes

When you contact SRT for technical support, an experienced Tier 1 or Tier 2 support engineer will respond to the incident. Many issues are resolved without need for escalation. If the engineer making the initial response is unable to solve the issue or provide a reasonable work-around, it will be escalated to the next higher tier.

Problem resolution may include changing configuration settings, providing a reasonable work-around, providing a software patch or hotfix. For lower priority incidents, problem resolution may also include scheduling enhancements and fixes in a future version.

Software Maintenance

Software maintenance is included with your purchase of any level of paid technical support service. Software maintenance provides access to the latest major and minor updates of SRT software.

SRT notifies customers by email of the availability of major releases. Customers have the ability to check for minor release availability at any time by running the “Check for Update” utility within the product program group. Major releases and some minor releases are announced through our social media channels.

Available Maintenance and Support Plans

	Free Support	Standard Support	Premium Support
Coverage			
Hours	24x7 Self-Serve	8-6 EST M-F	24X7 365
Web Support/helpdesk	NA	Yes	Yes
Streaming support – remote access	NA	At SRT discretion	Yes
Telephone Support	NA	NA	Yes
Initial Response			
Priority 1	NA	8 Business hours	Initial Triage by Phone and/or Web, 2 hours escalation response
Priority 2	NA	8 Business hours	Initial Triage by Phone and/or Web, 24 hours escalation response
Priority 3	NA	Best Efforts	Initial Triage by Phone and/or Web, Next Business Day escalation response
Support Services			
	Knowledge Base	Knowledge Base	Knowledge Base
	QuickStart Guides	QuickStart Guides	QuickStart Guides
	Video Tutorials	Video Tutorials	Video Tutorials
	Product Documentation	Product Documentation	Product Documentation
		Hot Fixes/Patches	Hot Fixes/Patches
		Software Updates Included	Software Updates Included
Premium R&D Services			
Product Roadmap Overview	NA	NA	Annually, Upon Request
Server Health Check	NA	NA	Annually, Upon Request
First Look Beta Test Participation	NA	NA	Yes
Usage & Feature Request Survey	NA	Yes	Yes
Custom Development	NA	Hourly Development Fee. Projects at SRT Discretion	Hourly Development Fee. Projects accepted at SRT Discretion
Professional Services			
Installation	NA	Professional Services Fee (hourly)	2 hours/year included. Additional hours with Professional Services fee
Server Upgrade	NA	Professional Services Fee	2 hours/year included. Additional hours with Professional Services fee
Server Migration	NA	Professional Services Fee	Hourly Professional Services Fee
Expand Server Cluster	NA	Professional Services Fee	Hourly Professional Services Fee
Add Components	NA	Professional Services Fee	Hourly Professional Services Fee
Custom Professional Services	NA	Hourly Professional Services	Hourly Professional Services Fee
Pricing – contact your account manager			

Definition of Priority Levels

The following are the priority levels for support incidents. SRT reserves the right to adjust customer assigned priority levels if they do not meet the defined criteria.

Priority 1 (Business Interruption)

This category is for a critical issue in which operations or services are down.

Examples and situations:

- Software will not start at all
- Majority of users are impacted.
- Software starts but is unusable; users cannot connect.
- Software starts, users can connect, but software crashes sufficiently to inhibit productive use.
- Business impact is critical
- No immediate workaround or resolution is available
- Server service does not start
- Server service starts, cannot connect to SFTP port
- Server service starts, user can connect, but cannot perform file transfers or maybe their login is denied.

Priority 2 (Moderate Business Impact)

This category is for an issue in which a function or feature is not working, but software starts, server operations are running and user access is available.

Examples and situations:

- Minority of users impacted.
- No immediate business impact, or business impact is minimal at the time of the incident.
- Workaround or resolution is available which decreases or eliminates business impact.
- Server service starts, users can connect and perform file transfers over SFTP, but the WebUI won't allow the entire file upload when using Internet Explorer (Workaround, use a different browser)
- A subset of users cannot connect to the server due to a mis-configuration of the user authentication subsystem or file system permissions.

Priority 3 (Inquiries and Minor Issues)

When you have a question for are team, are looking for best practices information, find issues with documentation, or have non-critical user interface issues.

Examples and situations:

- Software is running and users can access the system with no current business impact.
- Workarounds and/or resolutions are available and can be applied immediately.
- Minimal, or no user impact.
- Suggestions or enhancement requests
- Incomplete or incorrect documentation.
- User logs in to WebUI and the Quota value does not show up correctly but Quota is enforced.

Technical Support Resources

SRT offers a searchable knowledge base, QuickStart Guides, Video Tutorials and a Community Forum. These resources are available to all SRT customers, with or without paid technical support services. Ticket support is available with all paid support services and telephone support is available with premium support services.

How to Contact Us

Telephone Support

Technical support by telephone is available 24X7 for customers with premium support contracts. Upon execution of your premium support agreement, you were provided an exclusive premium support telephone number. If you do not have your premium support telephone number, please contact MFTSales@southrivertech.com

Submit a Ticket

Customers with paid support services can submit a ticket to our helpdesk at:

<https://support.southrivertech.com/>



Self-Serve Technical Support Resources

Knowledge Base

The searchable knowledge base for all SRT products is located at:

<https://support.southrivertech.com/support/solutions>

Video Tutorials

Our Library of Cornerstone and DMZedge Product Tutorials and best practices Video can be found at:

<https://southrivertech.com/resources/video-tutorials/>

Video Tutorials for other SRT products is located on the individual product website.

Community Support Forums

Ask or answer a question or get assistance through our Community Support Forum. The Support Forum is available at:

<https://support.southrivertech.com/support/discussions>

Support Terms and Conditions

Scope

Technical support is available to assist with standard usage of SRT products. For installation, migration and implementation services, we offer professional services paid on an hourly basis.

Technical support is limited to the correction of product defects, or reasonable work-arounds, and configuration assistance. The scope of our technical support service does not include the following:

- Support for incidents caused by hardware, operating systems and software that do not meet the system requirements documented on our website
- Support for incidents created as a result of incorrect use or SRT products or instructions – either in the product documentation or as provide by technical support engineers
- Support for development of programmatic interfaces, creation of custom scripts or HTML development
- Support for new issues added to an existing ticket or incident.

A technical support incident may be closed if the customer cannot provide accurate information needed to verify or reproduce an issue, or if customer personnel cannot be available for scheduled telephone or remote streaming sessions.

Technical support services are only available on the current major release of the software.

Terms

We are best able to support you when we work with a specific person or persons within your organization. You may designate up to 3 individuals who are authorized to initiate technical support incidents. You may make changes to your designations as your personnel responsibilities change.

In order to resolve an issue, we often will need to reproduce the problem. If we cannot reproduce the issue, you may need to grant access to your system through a remote streaming session. If the issue cannot be reproduced and a remote session is not possible, or if it is determined that the problem is caused by factors outside the product operation (i.e. network issues, other applications, etc.) the incident shall be closed and you will be required to address the issue outside of our support system, or with a professional services engagement.

Your Responsibilities

Assuring that you maintain your software by installing product updates is your responsibility. It is important to keep your software up to date to assure the highest performance and compliance with current security standards. Keeping your software updated assures that our team is able to best assist you.

When an incident is opened, you should respond to our information requests and recommendations as quickly as possible. If we request additional information, recommend settings or tests, or make other requests to help in diagnosing the problem, and we do not receive a response within 5 business days, the incident will be closed.

When an SRT support engineer schedules a telephone call or remote streaming session, we ask that you have a dedicated resource available from 10 minutes prior to the scheduled call time and available for the full duration of the call or streaming session. If a resource does not answer the call or streaming session, your incident will be moved to the end of the queue, so that we can efficiently assist other customers.

End of Life (EOL) Policy

All software that is older that the current major version, or previous major version is considered to have reach End of Life and is no longer supported.

Support Agreement

The technical support terms provided in this guide are agreed to when you install the software and accept the End User License Agreement (EULA). This document is published on our website and is subject to change without notice. The latest version of the document can be found on the Legal and Privacy section of our website at: <https://southrivertech.com/privacy/>

Premium Support Agreement

Customers with a premium support agreement, please fill out the information below, and email, fax or mail to your South River Technologies account manager.

These software license are covered by SRT Premium Technical Support Service:

Registration Code(s)	Product	PO Number/Order Date

More Information

For the most current information about product updates, best practices and new features, please follow us on social media or refer to our blog.



@SouthRiverTech



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<https://southrivertech.com/blog/>

About South River Technologies

South River Technologies is an innovator in secure file management software. Nearly 100,000 customers in more than 140 countries use SRT's software to make secure file transfer, automation and collaboration more efficient for their customers, partners, and workforce.

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