WAFS/CDP

Maintenance and Support Guide

globalSCAPE®

GlobalSCAPE, Inc. (GSB)

Address:	4500 Lockhill-Selma Road, Suite 150 San Antonio, TX (USA) 78249
Sales:	(210) 308-8267
Sales (Toll Free):	(800) 290-5054
Technical Support:	(210) 366-3993

Web Support: http://www.globalscape.com/support/

Meeting Customer Needs

GlobalSCAPE complements its enterprise file transfer server solutions with world-class customer support and product maintenance. Our Customer Support team is committed to helping you, our customer, be successful! As part of this commitment, our maintenance and support program includes the following:

World Wide Web Support

Take advantage of the easy-to-use, 24-hour support resources that are available on the GlobalSCAPE Support Center Web site at **http://support.globalscape.com**. Online services include product updates, user's guides, a knowledge base, online help files, printable documentation, a user community discussion forum and more.

Email Support

Submit your request via our online submission form available on the GlobalSCAPE Support Center Web site at http://www.globalscape.com/support/mail1.asp and receive an answer via email. Our response will include a ticket number and the name of the assigned support technician.

Telephone Support

Standard support plan members can call us at 1-210-366-3993, Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time) for help with any product-related issue.

We strive for 100 percent customer satisfaction and deliver fast, thorough problem resolution.

Maintenance

Included with your support plan is software maintenance, which provides you with access to all product maintenance releases and major upgrade releases during the term of your agreement.

Maintenance and Support Plans

GlobalSCAPE offers a Standard Support Plan for our WAFS and CDP solutions.

Plan Details

Plan Benefits	
Priority Telephone Support	Regular business hours
Minimum Term	12 Months
Priority Email Technical Support[†]	Unlimited
Access to the User Discussion Forum	Unlimited
Access to Online Self-Help Resources	Unlimited
Software Upgrades and Updates	Unlimited

[†] *Email technical support is available through our online submission form.*

Business Hours

Our regular business hours are Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time). We are closed for most major US holidays.

Contacting Technical Support

Type of Contact	Address or Number	Hours
Technical Support Line	1-210-366-3993	8:00 A.M. to 6:00 P.M (Central US Time) M - F
Priority Email Technical Support	http://www.globalscape.com/support/techsupport.aspx	Anytime
Program Upgrades and Updates	http://www.globalscape.com/support/wafs.aspx	Anytime
Online Support Center	http://www.globalscape.com/support/wafs.aspx	Anytime
Knowledge Base	http://kb.globalscape.com	Anytime
User Discussion Forum	http://forums.globalscape.com	Anytime

Troubleshooting and Diagnostics

When contacting the GlobalSCAPE Technical Support team, it is important to provide as much detail as possible about the problem. Please gather as much diagnostic and logging information as possible to help us in our diagnosis of the issue. Be prepared to provide us with relevant error logs or messages including server log files, screen shots, and event log reports. At a minimum, please gather the following details. If you are submitting an inquiry via our online submission form, please provide these details with your submission:

1. Your name and company name

2. Your telephone number and email address

3. The name of the program and complete version information. (In the title bar of the Server Console or Job Properities and Options dialog box.)

4. Product serial number if available. (Click **License Info** on the Server Console.)

5. Your operating system and specific version information

6. A complete description of the problem including:

    a. All of the steps necessary to reproduce the problem

    b. A description of the environment and the network. Useful information includes the data flow, Java runtime version, database versions.

Generally, service tickets are not closed until you and the GlobalSCAPE support technician both agree that the issue has been satisfactorily resolved. Even so, the technician may close a service ticket if you have not provided requested information within a reasonable time.

Your Responsibilities

During the course of an issue's diagnosis and resolution, we ask you to respond to all technical information requests as quickly as possible so that our Technical Support team can provide a diagnosis and resolution to your problem in a timely manner.

Target Initial Response Times and Resolutions

Level of Severity	Target Initial Response Time [2]	Resolution [3]
Production system down Product unusable, complete disruption of work, critical business impact. No workaround immediately available.	**Same Business Day**	• Satisfactory workaround is provided • Product patch is provided • Fix incorporated into future release • Fix or workaround incorporated into knowledge base
Major feature or function failure Operations are severely restricted, but a workaround is available.	**One Business Day**	• Satisfactory workaround is provided • Product patch is provided • Fix incorporated into future release • Fix or workaround incorporated into knowledge base
Minor feature or function failure. General usage questions. Product not working as designed. Minor usage impact; acceptable workaround deployed. Documentation, general information, or enhancement requested.	**Three Business Days**	• Answer to question is provided • Satisfactory workaround provided • Fix or workaround incorporated into knowledge base • Fix incorporated into future release

> [2] *Target Initial Response Time: GlobalSCAPE uses commercially reasonable efforts to respond within the target response time but cannot guarantee response times.*
> [3] *A satisfactory resolution may not be immediately available or provided with the initial response in which case GlobalSCAPE will use commercially reasonable means and effort to provide a resolution within a reasonable period of time.*

Problem Escalation

Our support technicians and engineers follow predefined technical processes to gather information and identify and resolve issues. For some issues, our technicians may need to escalate the issue to the software development team in order to resolve it.

The escalation process allows for wider review of the issue, including technical and management directives for applying additional resources to the problem, and increased levels of communication between GlobalSCAPE and the customer.

If at any time you are not satisfied with the level of technical support that is being provided to you, we encourage you to bring this to the attention of GlobalSCAPE's management staff. Please contact GlobalSCAPE's Director of Support, WAFS or the Senior Director, Customer Service. At our discretion, we may assign an account manager, product manager, or problem resolution team to focus on your issue.

> *Director of Support, WAFS, Jason Reams, 1-210-293-7951, jreams @globalscape.com*
> *Senior Director, Customer Service, Mike Nesting, 1-210-293-7909,mnesting @globalscape.com*

Scope of Technical Support

While we are happy to support your use of our products and will help in overcoming difficulties you may encounter, there are certain limitations to the technical support that we can provide.

- Technical support is limited to the reporting and correction of product defects, and installation and configuration assistance.

- Technical Support does not include support for problems related to the failure of your system, network, or environment needed to comply with the system requirements for the software.

- Technical support does not include support for development or consulting issues such as COM or other programmatic development.

- Technical support does not include support for any other issues not directly related to the workings of our software. For help in those areas, Professional Services may be available; contact us for information about Professional Services.

- Technical support is offered for current versions of GlobalSCAPE software only.

- Technical support for older versions is available only through our online self-help resources.