



Support Interaction Guide

JumpMind Support Services

JumpMind Support allows you to get all of your SymmetricDS questions answered from the people who design, develop and maintain the Open Source SymmetricDS core product. We strive to provide consistent, quality support that contributes to successful synchronization solutions.

Support Options

JumpMind Support Subscriptions provide two levels of support from which to choose:

- **Standard Support** - Standard Support Subscriptions equip you with the services needed to resolve technical issues. It includes web-based and email support, issue tracking, self-help forums, product release, and updates. For Priority 1 issues, Standard Support Subscriptions include a six business-hour maximum initial response time. Standard Support Subscriptions also include bug fix requests, unlimited issue reporting, and version support.
- **Enterprise Support** - Enterprise Support Subscriptions give you the level of coverage needed for business-critical applications with the addition of 24x7 phone-based coverage for Priority 1 incidents and 8 am – 5pm coverage for Priorities 2 – 4. Enterprise Support Subscriptions include everything from Standard Support along with shorter maximum initial response times.

Support Levels:	Standard	Enterprise
Software		
Certified Version	Yes	Yes
Product Updates	Yes	Yes
Fixes Requests	Yes	Yes
Version Support	12 months	24 months
Service Level Agreements		
Support Access*	8am x 5pm	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)
Priority 1 Response	6 hours	2 hours
Priority 2 Response	1 day	6 hours
Priority 3 Response	2 days	1 day
Priority 4 Response	2 days	1 day
Support Services		
Initial Contact via Phone	No	Yes
Named Contacts	2	10
Web / Email Support	Yes	Yes
Issue Tracking	Yes	Yes

* Times in US/Eastern time zone.

Scope of Coverage

JumpMind provides support for the following types of issues:

- Installation & Configuration
- Product Usage
- Problem Diagnosis
- Defects/patches/updates/upgrades

The following types of issues are not considered support. These items listed below are considered under our consulting services agreements including our JumpMind JumpStart program:

- Synchronization / implementation design
- Code/product/application development
- System/network design
- Security policy development/implementation
- Workflow development/implementation

JumpMind Support provides technical assistance and troubleshooting to ensure the core software operates as designed. We resolve issues, fix defects in the software, and provide updates or patches. Support is not consultative in nature.

Priority Levels

When submitting a request to JumpMind Support, a priority should be assigned to the request. Request priorities are defined as follows:

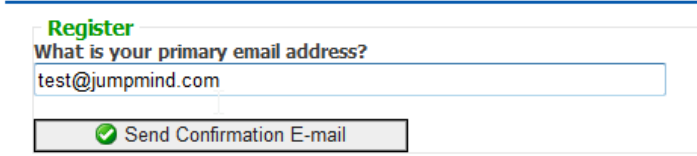
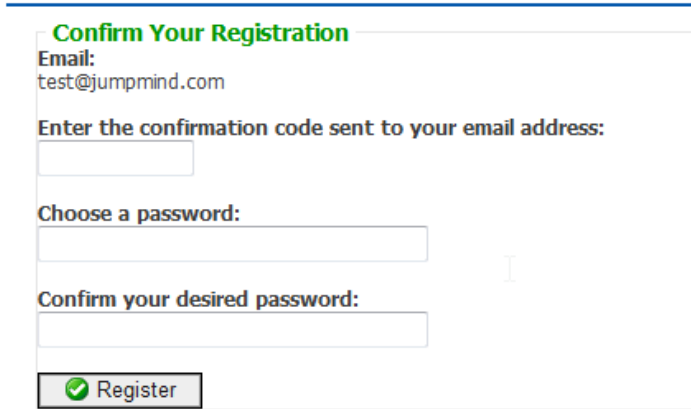
- **Priority 1 (Urgent)** – An Issue that results in a critical business impact for a Production System; may be assigned to an Issue where customer experiences (i) a complete or substantial loss of service when using a Production System, or (ii) real or perceived data loss or data corruption making an essential part of the Production System unusable, or (iii) the inability to use a mission critical application within a Production System.
- **Priority 2 (High)** – An Issue that results in a high business impact for a Production System or Development System; may be assigned to an Issue where customer experiences (i) the functionality of the software is adversely affected, but can be circumvented, or (ii) certain functions within the software are disabled, but the Software remains operable, or (iii) a complete or substantial loss of service when using a Development System.
- **Priority 3 (Medium)** – An Issue that results in a medium business impact for a Production System or Development System; may be assigned to an Issue where customer experiences (i) partial non-critical functionality loss and the Issue has no significant effect on the usability of the software, or (ii) time-sensitive Issue important to long-term productivity that is not causing an immediate work stoppage.
- **Priority 4 (Low)** – An Issue that results in a minimal business impact for a Production System or Development System; may be assigned to an Issue with no impact to quality, performance, or functionality of the software, or cases of general information requests, such as usage and configuration.

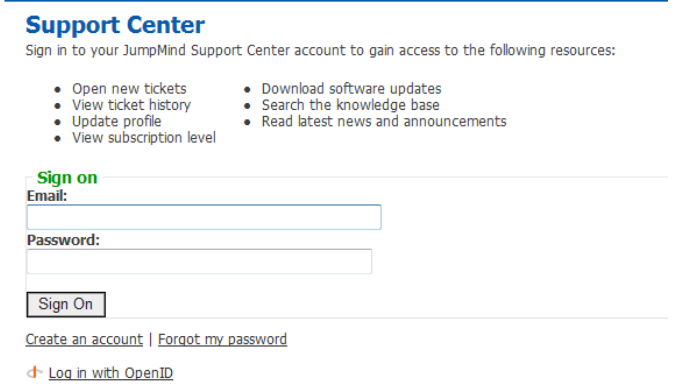
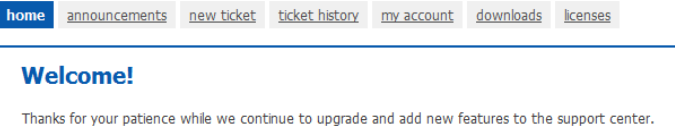
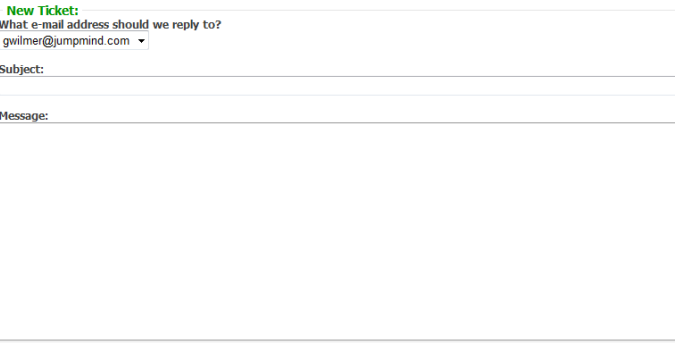
Contacting Support

There are several ways to enter a support request. Following the contact methods below helps ensure your request gets to the right support engineer in a timely manner. It also allows us to log, track and monitor your request across support engineers to ensure continuity and quality of support.

- **Email** – Send your support request via email to support@jumpmind.com. When submitting requests via email, please ensure to include:
 - ✓ **Company** - Your company name
 - ✓ **Priority** – The priority of the support request (Urgent, High, Medium or Low) as described in the Priority Levels section
 - ✓ **Contact Person** with whom we should interact to discuss the request (we’ll default to the person who originated the email). Please remember that requests should come from one of the named contacts for your organization.
 - ✓ **Description** – A good description of the question, issue, etc.
 - ✓ **Support Snapshot** – Under the “Help” menu, in the “Support” screen there is a button to “Take Snapshot” which will download a support snapshot including pertinent configuration information and log files. Attach this snapshot to the email or support ticket in support center.
 - ✓ **Other Pertinent Information** – Other things that may be helpful in analyzing the request

- **Support Center** – Our support center provides another mechanism to log and monitor your requests. To log into the support center:

<p>Open a browser window and go to:</p> <p>http://www.jumpmind.com</p> <p>Click the “Support Center” link in the upper right hand corner of the home page.</p>	
<p>If you have not yet created an account, click the “Create an account” link</p>	
<p>Enter your email address in the space provided, and click the “Send Confirmation E-mail” button.</p>	 <p>The screenshot shows a registration form titled "Register". It contains a text input field with the label "What is your primary email address?" and the value "test@jumpmind.com". Below the input field is a button with a green checkmark icon and the text "Send Confirmation E-mail".</p>
<p>You will receive an email to the address specified that contains a confirmation code to be entered into the support center to confirm your email address.</p>	<p>From: SupportCenter (support@jumpmind.com) Subject: Please confirm your email address Message Body: Your confirmation code: XXYYZZ</p>
<p>Fill in the confirmation code provided to you by email and select a password.</p>	 <p>The screenshot shows a confirmation form titled "Confirm Your Registration". It displays the email address "test@jumpmind.com". There are three input fields: "Enter the confirmation code sent to your email address:", "Choose a password:", and "Confirm your desired password:". At the bottom is a button with a green checkmark icon and the text "Register".</p>

<p>Log in to the support center with your id and password.</p>	
<p>From the support center home page, you can create a new ticket.</p>	
<p>Enter the information for your ticket. Please include all information including:</p> <ul style="list-style-type: none"> • Company • Priority • Contact Person • Description 	

Monitoring Tickets

<p>You can also monitor ticket history through the support center.</p>	
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- **Phone** – Last, but not least, if you are an Enterprise support customer, you may also submit a Priority 1 request by Phone. Our support number is listed below. If you receive our automated attendant, please leave a detailed message including company name, priority, contact person, description, and contact information details, and follow up with an email to the support center.

All Enterprise Priority 1 calls should be initiated by phone.

- ✓ Phone: 888-942-JUMP x5

Providing Information That Will Help Us Help You

Below are a few helpful hints to get the most out of your interactions with JumpMind support. Following these simple steps is the best way to get your question answered as quickly as possible.

1. **Provide Context** - With many of our customers, we've worked with them throughout their design process as part of a [JumpStart consulting engagement](#), so we already have some general context about their synchronization scenario. With others, we don't have that context, so jumping into a very specific technical problem can be tough. Providing some context to your data synchronization scenario as part of a support request goes a long way in helping us understand the broader context. A list of context facts can be found in our JumpMind SymmetricDS design document under the "Quick Facts" section, which is the same template we use when consulting to [design a data synchronization scenario](#). In addition to context on your synchronization scenario, some context around the overall problem helps as well.
2. **Provide a Support Snapshot** – As discussed above, provide a support snapshot from “Help” – “Support” – “Take Snapshot”
3. **Provide a Complete, Minimal and Verifiable Example** – If you have an issue, help us reproduce it by providing a Complete, Minimal and Verifiable example:
 - a. **Complete** – Provide all parts needed to reproduce the problem, including ddl of tables being synchronized, configuration, and any specific data scenarios. The support snapshot will provide ddl and configuration.
 - b. **Minimal** – Use as little setup and configuration as possible that still reproduces the problem. Make the configuration and table scenario as small as possible while still recreating the scenario. This will limit what we have to look through and allow us to focus on the issue at hand.
 - c. **Verifiable** – Test the configuration you provide to ensure it reproduces the issue.

Escalating Issues

If at any time, we aren't fulfilling our commitments to your satisfaction, please feel free to escalate the issues to our President, Greg Wilmer at gwilmer@jumpmind.com. Exceeding customer expectations is core to our values, so let us know how we can help.