Support Interaction Guide

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JumpMind Support Services

JumpMind Support allows you to get all of your JumpMind Product questions answered from the people who design, develop and maintain those products. We strive to provide consistent, quality support that contributes to successful solutions.

This guide describes many facets of your Support Services including:

- **Support Service Level** – Describes the different Support Service Levels and their associated Service Level Agreements (SLAs) that can be purchased from JumpMind. Check your Support Subscription Order Form for details on the Support Service Level purchased by your company.

- **Scope of coverage** – The scope of services provided by Support Services. Provides details on the differences between Consulting Services versus Support Services

- **Priority levels** – Describes the different priorities that may be assigned to requests support services requests including the requirements for a support services request to be qualified for each priority level.

- **Contacting support** - Provides details on how to contact support for a support service request through the web portal, email or phone.

- **Monitoring tickets** - Provides details on how to see the status of any of your support service requests.

- **Providing information that will help us help you** – This section describes the information that should be provided with a support service request in order for JumpMind to assist in as quick and efficient way as possible.

- **Escalating issues** - Describes the details for escalating concerns with Support Services if you are for any reason unhappy with the Services being provided.

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Support Service Level

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

POC Support – POC Support Subscriptions allow for detailed evaluation of the Product and Services. POC Support provides a fully functioning version of the Product for a limited time period to complete proof of concept testing in your environment, with your data. It also provides a basic level of Support Services and a limited number of hours of Consulting Services to help you get started on the right foot.

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 releases, 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 8am–5pm business-hours coverage for Priorities 2 – 4. Enterprise Support Subscriptions include everything from Standard Support along with shorter maximum initial response times.

Managed Support – Managed Support Subscriptions allow JumpMind to become an extension of your internal team. This subscription level includes the highest level of Support Services and adds named JumpMind resources to handle all of your Consulting and Support Services needs. Managed Support customers are guaranteed availability of their named resource(s) for consulting needs within 1 business day.

Support Service Levels:	POC	Standard	Enterprise	Managed
Software				
Production Deployment	No	Yes	Yes	Yes
Certified Version	Yes	Yes	Yes	Yes
Product Updates	Yes	Yes	Yes	Yes
Fixes Requests	Yes	Yes	Yes	Yes
Version Support	Latest Only	12 months	24 months	36 months
Service Level Agreements				
Support Access*	8am x 5pm	8am x 5pm	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)
Priority 1 Response*	2 days	6 hours	2 hours	2 hours
Priority 2 Response*		1 day	6 hours	6 hours
Priority 3 Response*		2 days	1 day	1 day
Priority 4 Response*		2 days	1 day	1 day
Support Services				
Initial Contact via Phone	No	No	Yes	Yes
Web / Email Support	Yes	Yes	Yes	Yes
Issue Tracking	Yes	Yes	Yes	Yes
Customer Named Contacts	1	2	4	Unlimited
Named Support Representatives	No	No	No	Yes
Consulting Services				
Consulting Hours Included	Yes	No	No	Yes

* Times are in business days / hours, US Eastern time zone, except in the case of 24x7 Priority 1 issues for Enterprise Support

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Scope of Coverage

JumpMind provides Support Services for the following types of requests:

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

The following types of requests are considered Consulting Services and are not included in Support Services. These types of requests should be discussed with the sales team (sales@jumpmind.com) in order to ensure the appropriate consulting resources can be assigned to help.

- 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. The following chart shows examples of what is considerd Support Services versus Consulting Services.

Support Services	Consulting Services
Requested through support ticket via email to support@jumpmind.com or the JumpMind support center web application	Requested to an individual within JumpMind
Specific questions about product functionality	Assisting the customer in configuring their specific synchronization scenario
Guidance to assist Customer in completing a specific task	Completing the task for the Customer
Questions about best practice's for synchronization performance	Performance Tuning of Customer's synchronization scenario
Bug fixes	Enhancement Requests

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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.
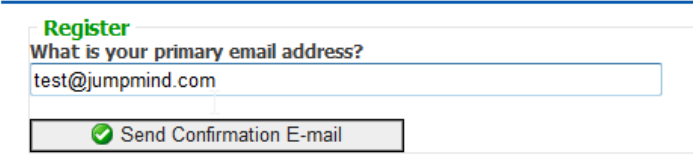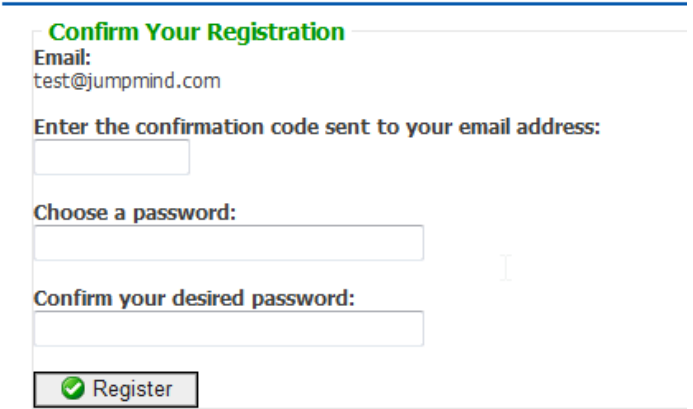
Contacting Support

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.
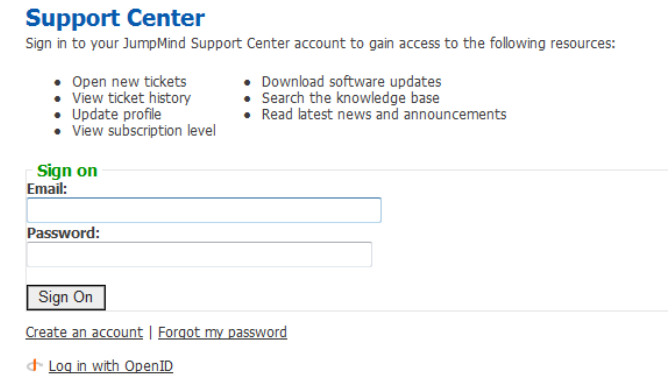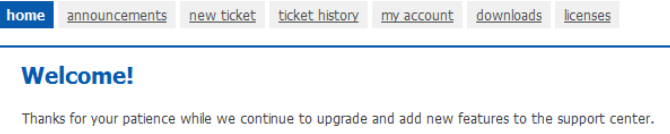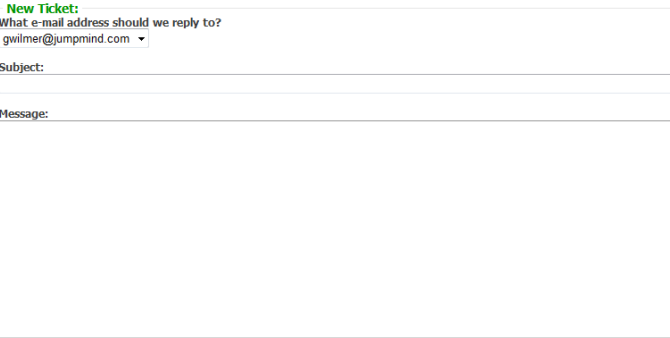
- **Email** – Send your support request via email to support@jumpmind.com. When submitting requests via email, please ensure to include:

  - ✓ **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

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

Open a browser window and go to: http://www.jumpmind.com Click the "Support Center" link in the upper right hand corner of the home page.	
If you have not yet created an account, click the "Create an account" link	
Enter your email address in the space provided, and click the "Send Confirmation E-mail" button.	**Register** What is your primary email address? test@jumpmind.com ⊘ Send Confirmation E-mail
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.	From: SupportCenter (support@jumpmind.com) Subject: Please confirm your email address Message Body: Your confirmation code: XXYYZZ
Fill in the confirmation code provided to you by email and select a password.	**Confirm Your Registration** Email: test@jumpmind.com Enter the confirmation code sent to your email address: Choose a password: Confirm your desired password: ⊘ Register

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Log in to the support center with your id and password.	**Support Center** Sign in to your JumpMind Support Center account to gain access to the following resources: • Open new tickets • Download software updates • View ticket history • Search the knowledge base • Update profile • Read latest news and announcements • View subscription level **Sign on** Email: Password: Sign On Create an account	Forgot my password Log in with OpenID
From the support center home page, you can create a new ticket.	home announcements new ticket ticket history my account downloads licenses **Welcome!** Thanks for your patience while we continue to upgrade and add new features to the support center.
Enter the information for your ticket. Please include all information including: • Company • Priority • Contact Person • Description	**New Ticket:** What e-mail address should we reply to? gwilmer@jumpmind.com Subject: Message:

Monitoring Tickets

You can also monitor ticket history through the support center.	

- **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

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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. For the SymmetricDS product, 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.