



NASTEL TECHNOLOGIES, LLC

Support Policy for the meshIQ Platform

The meshIQ Support team is available 24/7/365. Our Support representatives are readily available to assist you whenever and wherever needed. We ask that you review this document and follow the policies described to help the Support team assist all our clients as efficiently and effectively as possible.

There are several support methods available to our customers:

- **Product Documentation and help files.** Documentation is supplied with every meshIQ product. In addition, there are help files linked from the products. The complete technical library is available in the Resource Center, which is available 24/7.
- **The meshIQ Resource Center:** <http://customers.meshiq.com>. The Resource Center has frequently asked questions (FAQ) and downloadable installation and user guides in PDF format. Much of the information on the Resource Center is public, but you do need to register to post to the community forum or submit tickets.
- **The meshIQ mySupport Site:** <http://mysupport.meshiq.com>. The mySupport site is also available 24/7 and contains a historical record of tickets and resolutions. You may also initiate a new ticket through this site. See the Resource Center article *Working with Tickets in meshIQ mySupport* for instructions. New tickets are logged and assigned for immediate review by the meshIQ Support staff. You will be assigned a number that will serve as a reference number for the ticket.
- **Email mySupport:** mysupport@meshiq.com. You may submit an issue at any time by emailing mysupport@meshiq.com. A ticket is automatically opened to track it. The ticket will then be available on the mySupport site. Email support is available 24/7; emails will be addressed in accordance with the Support Guidelines outlined below. All email replies are recorded in the mySupport ticket and can be viewed by anyone with access to the ticket.

Please note that support@meshiq.com is a distribution list that you can use to send a message to all Support team members, but it is only a message. [Support@meshiq.com](mailto:support@meshiq.com) does not affect mySupport tickets.

- **Telephone Support:** [\(1-800-580-2344\)](tel:1-800-580-2344). Telephone support is the most direct and immediate method. However, it should be reserved for critical issues, not routine or informational needs.

Support Guidelines



If the issue you are experiencing is not outlined in the documentation or in the Resource Center, please use the following tips to make your support experience as quick and as effective as possible. Consider or collect the following information prior to contacting meshIQ Support.

Define the problem

1. Be able to articulate the symptom(s) of the problem.
2. Provide any error messages or error output associated with the issue.
3. Provide as many details related to the issue as possible.

Gather relevant information

1. Determine meshIQ software products and versions. Also include any relevant plug-in information.
2. Determine the 3rd party software version (for example, IBM MQ 9.3) and CSD level.
3. Determine the Operating System platform and version (for example, Windows Server 2022, Red Hat Linux V9).
4. Determine whether this problem has occurred before or if this is an isolated incident.
5. Determine what occurred before the problem was detected.
6. Determine whether any changes have been made to the system recently.

Please read the following Telephone and Email guidelines before contacting Support by one of these methods.

Telephone

- Write down the exact text of any error messages you received. Note the details of the problem, including the steps you took before the issue occurred and how often the issue happens.
- Indicate the product name and version number, along with any update or service pack numbers for the product you are calling about. Most product titles and versions are shown in README.txt and in the software. (On menu-based products, go to Help > About or  > About to view the exact version information; in Navigator, click the Information icon .)
- Be prepared to copy files, screen shots, and any other information that we may request. This also further enables us to propose solutions as we identify the issues.
- Explain your issue as clearly as possible. This will help us determine the problem and provide a timely solution.
- Be prepared to troubleshoot the problem or to be directed to a support document. We may ask you to perform some tasks to get a better picture of what's happening or to take some steps toward fixing the problem.
- Be willing to work with us. It's important that you participate proactively to resolve your issues.



- If you do not fully understand the answers and explanations we provide, make sure you ask for clarification. We are here to help. It is important to us that your issue be answered completely and as quickly as possible.

Email

- Identify the product and version you are having issues with. If you select the wrong product, it can significantly increase the amount of time needed for a resolution.
- Include the exact text of any error messages you received. Attach screen shots to your email if necessary.
- Spam filters may block responses from our system; be sure to monitor any spam filtering software to make sure you receive emails from "meshIQ mySupport."

Priority

Every ticket that is reported to meshIQ Support is assigned a "type" and a "priority." The type describes the nature of the issue, such as question, incident, problem, or task. The priority is a ranking that represents the impact of the reported problem on your business needs. meshIQ Support will work on the ticket until it is resolved, an acceptable workaround is found, or the ticket is downgraded to a lower priority. The following table shows the criteria for each priority level.

Priority	Definition	Example
1 Urgent	Critical Situation / Production Down A business-critical meshIQ software component in a production environment is inoperable.	Outage of the customer system upon which the meshIQ product is installed (High CPU). Workgroup server or M6-WMQ agent program failure prevents the customer from proceeding with the application.
2 High	Severe impact A meshIQ software component in a production environment is severely restricted in its use, causing significant business impact.	Execution of agent scripts on a specific server is not working. Data being reported doesn't work as a service after rebooting.
3 Normal	Moderate impact A non-critical meshIQ software component feature is malfunctioning in a production environment, causing moderate business impact; or any significant meshIQ software component is malfunctioning in a test environment.	Most issues fall into this category. A utility program failing to start. Creating a queue manager function does not work.

Priority	Definition	Example
4 Low	Minimal impact A non-critical meshIQ software component is malfunctioning, causing minimal business impact; or a non-technical request is made.	The documentation is incorrect. Misspelling on a menu or dialog.

Priority Response Times

meshIQ Support understands that you require a timely response to your requests for assistance. In the table below are meshIQ Support's objectives for callback response time based on the priority of the issue reported.

Priority	Response	Action	Resolution
1 (Urgent)	Within 1 Hour	Constant communication at an agreed-upon interval is maintained until the problem is resolved.	Within 24 Hours
2 (High)	Within 2 Hours	The problem is treated as a high priority.	Within 3 Business Days
3 (Normal)	Within 8 Hours	A diligent effort is made to resolve the problem.	Within 15 Business Days
4 (Low)	Within 24 Hours	A response to the customer questions will be supplied. The documentation error will be resolved in the next product release.	Within 30 Business Days

* Support will not usually change the Priority of your tickets without validation. The priority stays as originally logged unless you either agree or you downgrade an issue. The priority may be changed when it meets a new level based on the criteria defined above. Tickets are closed only after customer confirmation that a suitable resolution was reached.

Product Defects

When you submit a ticket for an incident that is verified to be a product defect, meshIQ will apply the following Service Level Agreement to that case. This will apply to meshIQ software and/or 3rd party software that is a part of the meshIQ delivered software stack. For 3rd party software, meshIQ cannot start the target for fix until the 3rd party makes the fix available to meshIQ.

Priority	Response	Description	Target for fix / workaround
1 (Urgent)	Within 1 Hour	Confirmed critical security vulnerability with a material risk of unauthorized access, data exposure, or system compromise; or a production outage affecting all or substantially all users.	Within 48 Hours
2 (High)	Within 4 Hours	Major functionality is unavailable or materially degraded for a significant number of users, with no reasonable workaround.	Within 5 Business Days
3 (Normal)	Within 8 Hours	Functionality is impaired for some users, but a reasonable workaround is available, and core operations can continue.	Within the next planned maintenance release.
4 (Low)	Within 24 Hours	Minor defect, cosmetic issue, documentation issue, or feature behavior that does not materially affect normal use.	Addressed in a future release at meshIQ's discretion

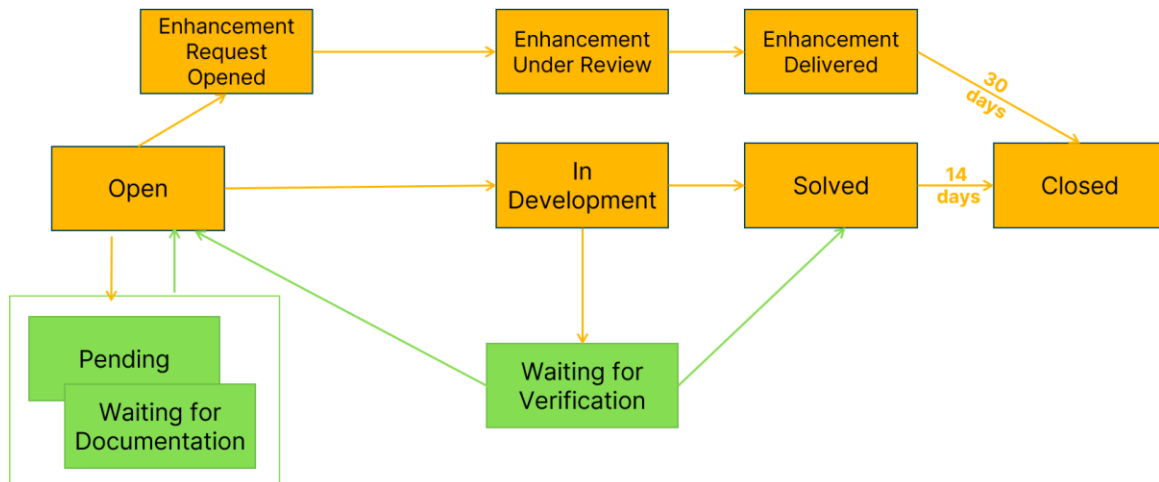
Enhancement Request Category

When you submit a request using the Enhancement Request category, you are identifying a need for, or suggesting additional functionality of, a meshIQ product. Enhancement requests will be implemented at our discretion.

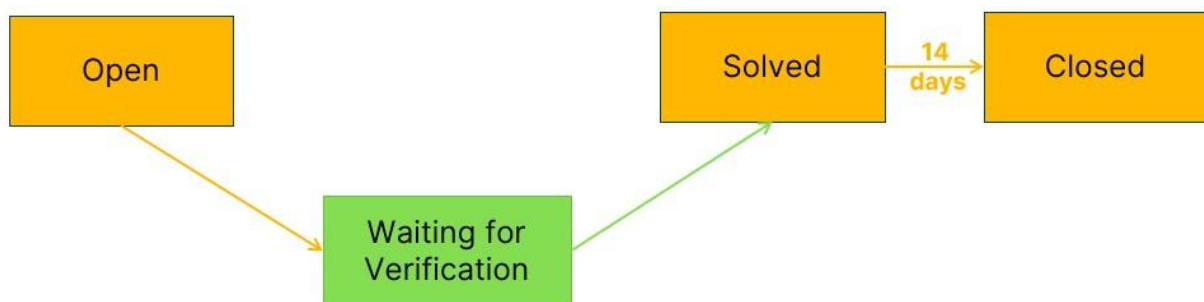
As described later in the *Issue Status handled by meshIQ Support* section, enhancement requests are handled by meshIQ Support and initially carry the status of Enhancement Request Opened. If meshIQ decides to move forward with the request, the status is changed to Enhancement Under Review.

mySupport Ticket Lifecycle

The following sections cover the lifecycle of a ticket through the mySupport system. In the lifecycle diagram below, items marked in orange indicate that the ticket is being managed by meshIQ Support. Items marked in green indicate that meshIQ is waiting for you to respond.



A ticket may not flow through all states. For example, if the type is a question and the Support representative can answer the question without any additional information from you, the ticket may only flow through Open, Waiting for Verification, Solved, and Closed.



Issue Status handled by meshIQ Support

Open	This status indicates that your ticket has been opened. A Support representative will be assigned to work on the ticket. At this point, additional information may be requested from you. When the additional information consists of responses to questions, such as a list of specific conditions that were present, the ticket will have a status of Pending. By contrast, if logs or screen shots are needed, the ticket will have a status of Waiting for Documentation. The information required will be identified in the ticket notes.
Enhancement Request Opened	A ticket may request an enhancement to the existing product functionality. Enhancements are constantly reviewed and prioritized within the product plans. It is possible that an enhancement request may be rejected if it is not in line with the product direction or if it is only applicable to a specific customer. (Professional services are still an option in this case.)
Enhancement Under Review	In most cases, the enhancement will be accepted and remain in the Enhancement Request Opened status until it is ready to be assigned to a release, at which time its status is updated to Enhancement Under Review. Any additional details required for implementation will be collected. Development work on this issue will be tracked in meshIQ's internal project management system until it is released.
In Development	A product defect has been identified. The fix is under development. Fixes will be delivered based on their severity and on product schedules. meshIQ may provide a circumvention, patch, or workaround while the permanent fix is being created. Development work on this issue will be tracked in meshIQ's internal project management system.
Solved	The problem is addressed. The fix has been verified by the customer and accepted. After 14 days, tickets with a status of Solved will be automatically assigned a Closed status.
Enhancement Delivered	The enhancement has been made available in a public release. After 30 days, tickets with a status of Enhancement Delivered will be automatically assigned a Closed status.
Closed	A closed ticket is completed. No further action is required by meshIQ or the customer. If for any reason you need to follow up on a closed ticket, you can use the "create a follow up" link at the end of the closed ticket. You can provide additional information in the follow-up ticket.

Issue Status handled by you, the customer

The following statuses indicate that we are waiting for a response from you. Please see the section on Inactivity below this table for information about what steps are taken to reach out to you when we don't hear back from you within a certain length of time.

Pending	We are waiting for you to provide additional information before we can continue. For example, we may be awaiting your responses to specific questions we've asked about the environment. Once you respond (through email or through the mySupport website), the ticket status is automatically changed back to Open.
Waiting for Documentation	We are waiting for you to provide documentation, such as traces or logs, to help us analyze the cause of a problem. Once you respond (through email or through the mySupport website), the ticket status is automatically changed back to Open.
Waiting for Verification	A solution, response, or permanent fix to a problem has been provided. Your Support representative is waiting for you to verify that the fix addresses the problem. • If the verification confirms that the issue is addressed, there is no need to take further action. The ticket is considered Inactive and will be closed automatically. (See the Inactive tickets section for more information.) Or if you prefer, you can sign in to the mySupport website and use the Mark as solved button at the end of the ticket to change its status to Solved. • If the verification fails, you can respond (through email or through the mySupport website) and the ticket status is automatically changed back to Open.

Inactive tickets (Pending, Waiting for Documentation, or Waiting for Verification)

When a ticket has a status of Pending, Waiting for Documentation, or Waiting for Verification and no response is received, we begin sending reminder emails.

After 48 hours	An email containing the ticket number is sent to you. The email reminds you that the ticket is pending and awaits your feedback.
After 7 days	Another email, like the first one, reminds you that the ticket has been awaiting your feedback for 7 days. No action is required if you want the ticket to be closed.
After 14 days	If you have not updated the ticket, we send an email to inform you that its status has been set to Closed. You can create a follow-up ticket, if required.

