

Nastel Support Policy

Nastel's support team is available 24/7/365. Our Engineers and Technicians are readily available to assist you whenever and wherever needed. We ask that you review the support policy and follow the policies described to help the support team assist all of 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 Nastel product. In addition there are help files embedded or linked to the products. The complete technical library is available in the Resource Center.
- **The Nastel Resource Center:** <http://customers.nastel.com> The Resource Center has downloadable versions of all documentation and frequently asked questions (FAQ). Much of the information on the Resource Center is public although there are sections such as software downloads that require registration to access. The resource center is available 24/7.
- **The Nastel Support Site:** (<http://support.nastel.com>) The support site contains a historical record of issues and resolutions. For new issues, you may initiate an issue that will be logged and assigned for immediate review by the support staff. You will be assigned an issue number that will be the reference throughout the process of assisting you. The support site is available 24/7.
- **E-mail Support:** (support@nastel.com) You may submit an issue via email at any time. In most cases, a support representative will open an issue to track it. The issue will then be available on the support site. Ensure you furnish complete contact information. E-mail support is available 24/7, and will be responded to in accordance with the support criteria outline in the tables below.
- **Telephone Support:** (1-800-580-2344) Support via telephone is the most direct and immediate. However, it should be reserved for critical issues, not routine or informational needs. Telephone support is offered in the order your call is received.

Note: Please read the following guidelines before contacting Technical Support:

If the issue you are experiencing is not outlined in the documentation or on the support site, please use the following tips to make the experience as quick and as effective as possible:

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.

Note: The product name, version number, and 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 the Help menu, click **About** which will give you the exact version information.

- Be prepared to copy files, screen shots and any other information that Nastel's support team may request. This also further enables our support professionals to propose solutions as we identify the issues.
- Explain your issue as clearly as possible, this will help the engineer determine the problem and provide a timely solution.
- Be prepared to troubleshoot the problem or be directed to a support document. The engineer may ask you to perform some tasks to get a better picture of what's happening or take some steps toward fixing the problem.

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- Be willing to work with the engineer. It's important that you participate proactively to resolve your issues.
- If you do not fully understand the answers and explanations the support engineer gives you, 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, and usually does, significantly increase the amount of time for a resolution.
- Include the exact text of any error messages you received, attach screen shots to your email if need be.
- Spam filters may block responses from our support engineers; be sure to monitor any spam filtering software in order to receive emails from "Nastel Support".

Please consider or collect the following information prior to contacting Nastel Customer 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 if possible

Gather relevant information

1. Determine Nastel software products and versions. Also include any relevant plug-in information.
2. Determine 3rd party software version (Example: MQ 8.0) and CSD level
3. Determine the Operating System platform and version (Example: Windows Server 2018, Redhat Linux V7)
4. Determine if this problem has occurred before or if this is an isolated incident
5. Determine what occurred before the problem was detected
6. Determine if any changes have been made recently to the system

Every issue that is reported to Nastel Customer Support is assigned a "Severity" and a "priority". The severity describes the impact of the issues, such as minor impact, major impact, crashes, and block. The Priority is a ranking which represents the impact that the reported problem has on the Nastel product(s) in meeting the customer's business needs. Nastel Support will work on the issue until it is resolved, an acceptable workaround is found, or the issue is downgraded to a lower priority.

The following table shows the criteria for each priority level.

Severity Criteria		
Mantis priority	Definition	Example
1 Immediate	<p>Critical Situation/Production Down: A business-critical Nastel software component in a production environment is inoperable.</p>	<ul style="list-style-type: none"> • Outage of the customer system upon which the Nastel product is installed (High CPU) • Workgroup server or AP-WMQ agent program failure that is preventing customer from proceeding with the application.
2 Urgent or High	<p>Severe impact: A Nastel software component in a production environment is severely restricted in its use, causing significant business impact.</p>	<ul style="list-style-type: none"> • Execution of agent scripts on a specific server is not working. • Data being reported doesn't work as a service after rebooting.
3 Normal	<p>Moderate impact: A non-critical Nastel software component feature is malfunctioning in a production environment, causing moderate business impact; or any significant Nastel software component is malfunctioning in a test environment.</p>	<ul style="list-style-type: none"> • A majority of issues fall into this category • A utility program failing to start. • Create a queue manager function does not work.
4 Low	<p>Minimal impact: A non-critical Nastel software component is malfunctioning, causing minimal business impact; or a non-technical request is made.</p>	<ul style="list-style-type: none"> • Documentation is incorrect • Misspelling on a menu or dialog
	<p>Enhancement request Customer identifies a need for, or suggests additional functionality of a Nastel product.</p>	<ul style="list-style-type: none"> • Customer has an enhancement request that will be implemented at Nastel's discretion.

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

Severity Response Times

Mantis Priority	Response	Action	Resolution
1 (Immediate)	Within 1 Hours	Constant communication at an agreed upon interval is maintained until the problem is resolved.	Within 24 Hours
2 (Urgent or 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 Days
4 (Low)	Within 24 Hours	The response to the customer questions will be supplied. The documentation error will be resolved in the next product release.	Within 30 Business Days

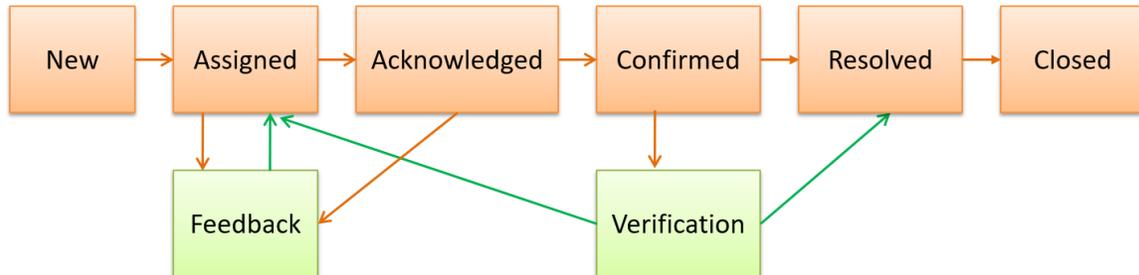
Note: Support will usually not change the Priority of your issues without validation. The priority stays as originally logged unless, customer agrees or downgrades an issue. The priority may be changed when it meets the level-based on the criteria defined above.

Issues are closed only after customer confirmation that a suitable resolution was reached. Issues can be closed if the customer fails to confirm or reply within a week of last contact or submission of the issue resolution.

Note: Initial response to your submission will be made through the same channel by which it was received. If your issue was sent via e-mail, the first response is via the e-mail.

Support Issue Lifecycle

The following sections cover the lifecycle of an issue through the support system. Items marked in orange indicate the issue is being managed by Nastel customer support. Items marked in green indicate Nastel is waiting for you to respond.



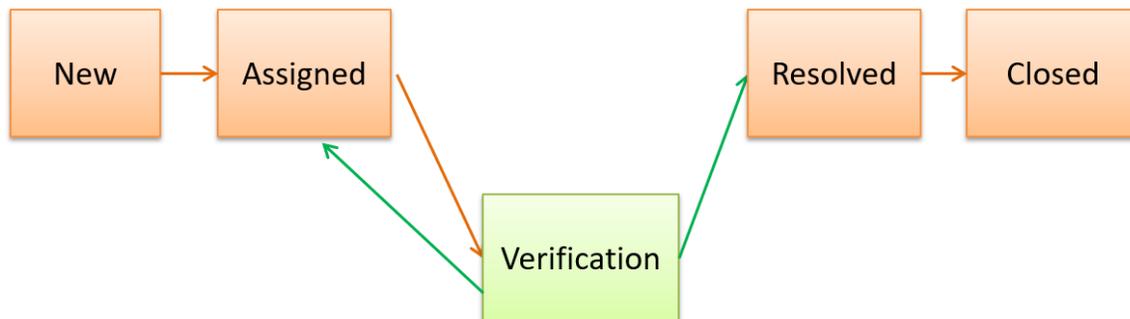
Issue Status handled by Nastel Support Team

- **New** - This status is defined when an issue is initially open. At this point, it has not yet been assigned for review.
- **Assigned** - This status indicates that a customer support representative has been assigned to work on the issue. At this point, additional information from the customer may be requested such as specific conditions that were present. When this information is needed, the issue will have a status of Feedback. The information required will be identified in the issue notes.
- **Acknowledged** - The details about an issue that is occurring are understood but the cause has not been identified and could be a product issue or an environmental issue. At this point, additional information or actions from the customer may be requested such as changing options or configuration. When this information is needed, the issue will have a status of Feedback. The information or changes required will be identified in the issue notes.
- **Confirmed** - A product defect has been identified. The fix is under development. Fixes will be delivered based on severity and product schedules. Nastel may provide a circumvention, patch, or workaround while the permanent fix is being created. The issue will be linked with an internal issue number managed by the R&D team (the details of this are not visible to customers).
- **Resolved** - The problem is addressed. The fix has been verified by the customer and accepted.
- **Closed** - The issue is completed. No further action is required by Nastel or the customer. If for any reason, the customer needs to reopen the issue, they can do so and provide feedback as to why it needs to be re-opened.

Issue Status handled by you, the customer

- Feedback – Additional information is needed to continue. This could be responses to questions about the environment. Other examples include traces or logs in order to analyze the cause of a problem either as files or streamed to the support portal.
 - Once the information has provided, the customer can respond with a note and/or change the status to **assigned**.
- Verification – A solution, response or permanent fix to a problem has been provided. The support representative is waiting for the customer to verify this addresses the problem.
 - If the verification confirms the issue is addressed, the customer responds with a note and/or changes the status to **resolved**.
 - If the verification fails, the customer responds with a note and/or changes the status to **assigned**.

An issue may not flow through all states. For example, if the issue is a question and the support representative can answer the question without any information, the issue may only flow through New, Assigned, Verification, Resolved, and Close.



Inactivity

When an issue is waiting for a customer response and no response is received, a reminder will be sent after 2 weeks. If no response to that reminder is received, a final reminder will be sent one week later. If not response to the final reminder is received, the issue state will change to Closed. As noted above, the issue can be re-opened if required.

Features

An issue may be assigned to severity of feature. This indicates that the issue is an enhancement request to the existing product function. 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 product directions or is only applicable to a specific customer (professional services is still an option in this case). In most cases, the enhancement will be accepted and remain in the Acknowledged state until ready to be incorporated into a release. At that time, any additional details required for implementation will be collected and the state changed to Confirmed.

Nastel Support Portal

All Nastel customers can take advantage of the Nastel Support Portal.

Using the Nastel Support Portal provides the ability to stream diagnostic information directly to the Nastel Support Team. The Support Team can then use AutoPilot Insight's advanced analytics to quickly identify a problem. Customers can also access all data uploaded to the portal allowing them to interact with the Support Team and see the same information they are.

Benefits of using the Support Portal are:

- Quicker resolution of customer issues
- Easier process (compared to capturing the data, transferring it to somewhere you can access it, uploading it to Nastel Support, and Nastel then reversing the process)
- Powerful Nastel AutoPilot Insight analytics applied to the data so Nastel Support can identify problems you may not be seeing.

Support Portal features provide the Support Team data to analyze issues including the following:

- Events from AutoPilot Services
- Facts from AutoPilot Experts
- Nastel Resource Diagnosis (NRD) files
- Sending MQ errors from the MQ logs.

Additional details of the support portal can be found in the **Nastel Support Portal User's Guide**. You can also contact the support team to assist in setting up the support portal.

The following screen shot provides a sample of log data being shown in the support portal.



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