

BTM Software Europe B.V.

Software Support User's Guide

The purpose of this guide is to detail the support services provided by BTM Software Europe B.V. ('BTM') as well as how you should request technical assistance on BTM Software Europe B.V. ('BTM') software.

Support Services

- BTM will provide same day email support during normal business hours: from 09:00 hours to 18:00 hours CET, Monday through Friday.
- BTM may at its sole discretion offer telephone support, if an issue cannot be resolved via email
- BTM will provide for the duration of the Software Support Agreement deliver software updates and upgrades

Releases

Restricted Release

Restricted / Beta release software is handled in a different way compared to certified releases. Customers taking part in a Beta Release program will be informed separately of the support program in place.

Pre-Certified Release

A pre-certified release has not been put through the same level of testing and

QA processes as a regular release. It is intended for advanced development or demonstration purposes only and is only ever supplied to selected recipients. A pre-certified release may, or may not, be supplied with any documentation or product support. The software has not yet been formally released by BTM and, as such, is provided without warranty

Patch Release

The patch release is not a full installation of the product and is generally created to solve a major problem in the functionality of the product. It has been fully tested and certified.

Release Delivery

The latest certified versions of BTM Software

How to Receive Support

To receive support for BTM products, please visit our online support system at:

<https://btmsoftware.supportsystem.com/> . From there, you can log support calls online and also update existing support calls.

Support Call Priority Definitions and Response Goals

Various factors influence the ability to resolve problems. Some of these factors are outside of the control of BTM. The following response and resolution goals are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee.

Priority Level	Definition	Initial Response Goal	Resolution Goal
1 – Critical	Production system is inoperative and business is being impacted. No work can be done	4 business hours	2 business days
2 – Urgent	Production/development system is adversely affected or development system is inoperative. Productivity is being compromised; work can be done but not at full capacity.	8 business hours	5 business days
3 – Important	Production or development system has encountered a noncritical problem or defect.	12 business hours	10 business days
4 – Normal	Request for assistance with no immediate production or development system impact: a non-critical problem	24 business hours	15 business days
5 – Low	A low priority request for information on the products functionality or use.	48 business hours	20 business days

Table 1

TR/CR Handling

Definitions

A **TR** (Trouble Report) documents a bug, a software flaw keeping a feature or functionality of an application from working.

A **CR** (Change Request) documents the request for a change in functionality of an application.

TR/CR Resolution

Development Planning Meetings are held at least once every month to review the status of new TR/CR's and decide on whether or when they will be solved/included in a future software release.

BTM updates any reports that relate to the Development Planning Meeting reviewed and informs the customer of the outcome, via their authorized contacts. We handle the resolution of these reports in the following manner:

If a TR/CR is to be implemented in a future version, we will inform the customer of the version and provisional release date. We will also notify the customer again when that version has been released, where they can obtain it and close the report.

This also applies for patch releases.

If a TR/CR has been rejected for fixing/inclusion, we will inform the customer and close the report.

Appendix – Before You Contact BTM

When you contact BTM, please supply the following:

1. A detailed description of the problem, including any error messages and / or screen shots depicting the problem.
 2. A detailed description of the exact steps required to reproduce the problem.
 3. The priority and impact on your ability to use the system (refer to Table 1).
 4. Names and versions (including service packs) of all software in use including:
 - BTM product name and version
 - Content Management Server and version (e.g. Documentum Content Server 7.3 SP1)
 - Operating System for Content Management Server, version and Service Pack (e.g. Windows 2016 Server SP1)
 - Database, version and Service Pack (e.g. Oracle 12c)
 - Content Management Client and version (e.g. Documentum Desktop Client 7.3 SP1)
 - Operating System for Content Management Client, version and Service Pack (e.g. Windows 10 SP1)
 - CAD Application (e.g. AutoCAD 2018 and MicroStation Select version 4)
- For web based integrations, please also specify:
- Web Client and version (e.g. Documentum D2 4.7)
 - Web Server Operating System (e.g. Windows 2016 Server SP1)
 - Web Application Server and version (e.g. Apache Tomcat 8.5.16)
 - Java version installed (e.g. 8 Update 144)
 - Client Web Browser, version and Service Pack (e.g. Internet Explorer 11.0.45)
5. Details of any customizations you on your Docbase or special permissions on your workstations.
 6. Any log files, configuration sheets, sample files, etc...

Please supply any email attachments within a single .zip archive file to reduce their size.