



# Paragon Software Group

## Technical Support Policy

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## Paragon Technical Support - Mission Statement

Paragon Technical Support is committed to providing the highest level of professional support to our customers and ensuring their success with Paragon's software solutions and technologies.

***To better achieve this objective:***

We strive to provide timely, accurate resolutions to our customers and help them at every step along the way.

We bring in-depth expertise and deliver appropriate sources of information and assistance to our customers.

We maintain a high level of technical knowledge and competency in our support engineers and provide our team opportunities to exceed.

We consider you as one of our partners and listen to your input in order assist with the continued improvement of our services and products.



## Introduction

### Purpose of this document

This document is intended to provide you with an overview of Paragon Software Group's support service options and provides you with information on how to access Paragon Technical Support resources.

### Disclaimer

This document has been created for your convenience. Nothing in this document conveys a contractual right to you, or a commitment from Paragon Software Group. Paragon Software Group reserves the right to make changes and amendments to this document and change support policies referenced here at its discretion.

## Support Services Overview

Paragon presents its customers with a range of support offerings that are designed to meet the support requirements of every customer who is in need of our assistance.

	Complimentary Support	Extended Support	Enterprise Support	Evaluation Support	Per-Incident Support
<b>Hours of Operation, CET</b>	10 x 5	14 x 5	24 x 7	10 x 5	14 x 5
<b>First Response Time</b>	3 business days	4 business hours	4 business hours	8 business hours	2 hours
<b>Agreement Term</b>	Valid for 30 days for Personal, 60 days for Corporate versions and during terms of validity for licence subscriptions after purchase of the product or license	Purchased service is valid for 1 year	Purchased service is valid for 1 year	Valid for 30 days	Purchased service is valid for 1 year
<b>Editions Supported</b>	All products	All products	Professional and Server editions along with Volume licenses	Paragon DM, DB ESE, PM ESE, PSR	All products
<b>Access Channels</b>	Web/E-mail	Web/E-mail/Telephone	Web/E-mail/Telephone	Web / E-Mail / Telephone (callback option)	Web / E-mail / Telephone
<b>Electronic Incident Logging</b>	√	√	√	√	√
<b>Access to Documentation</b>	√	√	√	√	√
<b>Access to Additional Tools</b>	-	√	√	√	√
<b>Access to Technical Resources</b>	-	√	√	√	√
<b>Assistance Customizing and Testing Scripts</b>	-	-	-	√	-
<b>Number of Support Requests</b>	Unlimited	Unlimited	Unlimited	Unlimited	Upon issue
<b>Dedicated Support Engineers</b>	-	1	4	2	1
<b>Support Program Cost</b>	Included in product price and Upgrade Assurance agreement	\$199,95	contact us	\$99,95 to for-profit organizations /non-profits contact us	\$99,95

## Support Services

### Complimentary Support

Complimentary Support offers installation assistance and free technical support for 30 (personal editions) or 60 (professional and server editions) consecutive calendar days and during terms of validity for licence subscriptions – starting from your Paragon software and license purchase date.

Paragon Complimentary Support Service provides:

- **Documentation** - All customers have unlimited access to Web-based technical documentation for all Paragon products. This information includes product documentation and release notes for all currently released Paragon products.
- **Knowledge Base** - The Paragon Knowledge Base is an on-line document resource center that contains all publicly available information on our products. Simply type in your keywords or select your product to gain immediate access to the specific topics you are looking for.
- **Discussion Forums** - Share information and experiences with other users of Paragon products by registering and participating in the Discussion Forums.

In case you've not found information related to the problem you've encountered, requests for assistance may be placed via a Support Request Form from our website.

You can send technical support requests within 30 (personal editions) or 60 (professional or server editions) consecutive calendar days via our website and during terms of validity for licence subscriptions – starting from your product date of purchase. Please, sign in to the “My account” service <http://kb.paragon-software.com/login> and explain your problem with as much detailed information as possible. Please observe and follow any additional instructions outlined in Support Request form.

**Response time** - the guaranteed response time for your request is 3 business days. Within this term you will be contacted by one of our support engineers with a reply or possibly with a request to clarify details.

Complimentary Support covers all possible support issues which you may encounter. However customers with a support contract (i.e. paid support) always have priority over cases opened by customers with complimentary support.



Complimentary Support is suitable if you are using our software on your home computer or in a small/home office. You may require our assistance in the process of software installation or with the initial use of its features. On rare occasions, software or hardware conflicts are possible and we will surely try to help you or mutually find some way to solve the problem.

## Extended Support

Paragon Extended Support Services minimize effort, saves your time and resources plus increases efficiency at the same time. Dedicated support engineers will be responsible for direct assistance and guidance through all support related issues. A Support Supervisor will track the progress of your inquiry and as needed engage all appropriate specialists, making sure that your requirements are being met in a timely manner.

Extended Support offers:

**Direct telephone and website access to our support engineers.**

**Response Time** - the guaranteed response time for Extended Support requests is 4 business hours.

**Extended Hours of Operation** – our Support engineers are available to you from 8.00 to 22.00 CET Monday through Friday.

**Unlimited Support Requests for 1 Year**

In addition to gaining access to Paragon's Knowledge Base, Documentation and Community Forums, you'll also receive access to other technical resources and additional tools which provide you following advantages:

1. Additional possibilities and expanded functionality
2. System optimization
3. System security improvements
4. Other useful tools for regular system operation

In order to assure and provide the successful performance of our solutions inside your infrastructure, we deliver an individual approach to each customer. This service will optimize our applications on your system or within your IT infrastructure parameters and conditions. This process may require a deep analysis and review from our team of professionals. A longer time period may be required to discover all the opportunities, to troubleshoot software and hardware compatibility and finally, to create the best solution to meet your requirements.

Extended Support is an optimal program for active users of our software. This program is generally recommended to our customers who use either Professional or Server editions of our software. However, any user who wants to ensure a prompt response and direct contact with our support team after the term of Complimentary Support has expired can consider the Extended Support program as an option.

## Enterprise Level Support

Paragon Enterprise Level Support is the ultimate level of Technical Support service. It is designed to meet the needs of large-enterprise customers, specialists maintaining large systems or OEMs and all enterprise oriented developers. This is accomplished by including the ability to work with the support engineers and fostering direct relationships between our customer's experts and Paragon's Support Engineers. This approach allows Paragon to streamline processes, resolve issues more effectively, and increase the efficiency of the customer's corporate enterprise.

The more serious the business impact, the higher the assigned priority. Accurately prioritizing a customer's technical issue is critical to our mutual success. Both flexible and comprehensive, this high-level service provides technical expertise that large enterprises need to maximize business value and minimize total cost.

**The guaranteed reply time for Enterprise Level Support request is 4 hours. Paragon assigns up to 4 engineers knowledgeable and responsible for product you are working with to provide support and assistance in the form of advice and counsel via telephone, website and e-mail 24 hours a day, 7 days a week.**

Paragon engineers will meet your requirements providing an on-demand response to the technical issues on the date reported. Our objective is to find a configuration change, code change or workaround that will provide you with a satisfactory solution and meet your business requirements. In the case where it is technically impossible to meet these targets, we will work with you to escalate the issue and establish an action plan. As necessary, the Support Supervisor will create a task team consisting of resources from our Support, Development and Product Management teams and formulate an action plan to address the issue. You will receive periodic updates on the progress until the issue is resolved.

Extended Support includes consulting services. Consulting services cover the most common objectives you need to accomplish, as well as rare and even unique cases.

This service offers preventative and instructive guidance on a variety of issues - from answers to your basic "how-to" questions, to inquiries regarding the functionality of our products in either common or rare cases. Qualified responses are guaranteed within one business day. Consulting services covers the most common objectives you need to accomplish as well as rare and even unique cases.

For more information on Paragon Enterprise Level Support please, contact us at sales@paragon-software.com .

## Evaluation Support

Paragon Evaluation Support is designed for prospective customers who are in the process of evaluating Paragon products. Paragon Evaluation Support is offered to corporate users and only available for the following Paragon Enterprise solutions: Paragon Deployment manager, Paragon Drive Backup Enterprise Server Edition, Paragon Partition Manager Enterprise Server Edition and Paragon System Recovery.

Dedicated support engineers will be on call and responsible for direct assistance and guidance through all support related issues. An Account Manager will track progress of your inquiry and engage all appropriate specialists, making sure that your requirements are being met in a timely manner.

Paragon Evaluation Support program is effective during 30 consecutive calendar days – starting from the date you agreed to the evaluation terms of the product you are evaluating.

Paragon Evaluation Support offers:

**A full version evaluation of the product for 30 consecutive calendar days.**

**Direct telephone (call back option) / e-mail / website access to our support engineers.**

**Response time** - the guaranteed response time for Evaluation support is 8 business hours.

**Hours of operations** – our Support engineers are available for you from 9.00 to 17.00 CET Monday through Friday.

**Unlimited Support Requests** during 30 consecutive calendar days.

In addition to free access to Paragon's Knowledge Base, Documentation and Community forums, you also receive access to other technical resources and additional tools which provide you the following advantages:

1. Additional possibilities and expanded functionality
2. System optimization
3. System security
4. Other useful tools for system operation

In order to assure and provide the successful performance of our solutions inside your infrastructure, we deliver an individual approach to each customer. This service will optimize our applications under your system/IT infrastructure parameters and conditions. This process may require a deep analysis and review from our team of professionals. A longer time period may be required to discover all the opportunities, to troubleshoot software and hardware compatibility and finally, to create the best solution to meet your requirements.

Paragon Evaluation Support includes consulting services. Consulting services cover the most common objectives you need to accomplish as well as rare even unique cases beyond the scope of standard documentation, scripts and templates.



Paragon Evaluation support also includes development and testing of simple basic custom templates and scripts by Paragon support engineers.

Paragon engineers will meet your requirements providing an on-call response to the technical issues on that date. Our objective will be to find a configuration change, code change or workaround that will provide you with a satisfactory solution and meet your business requirements. In the case where it is technically impossible to meet these targets, we will work with you to escalate the issue and establish an action plan. As necessary, the Support Supervisor will create a task team consisting of resources from Support, Development and Product Management and formulate an action plan to address the issue. You will receive periodic updates on the progress until the issue is resolved.

Paragon Evaluation Support program should be considered by corporate users who value maximum efficiency of technical support and who are in need of a customized solution.

## Per-Incident Support

Support services can also be purchased on a per-incident basis. Per-Incident Support service offers some of the same benefits as Extended Support, only for a single support issue. The Per-Incident Support program provides incident-based web support and is recommended for Professional and Server editions of our products. However, users of Personal editions can also buy Per-Incident Support if they need our emergency assistance. Per-Incident Support is designed to meet ad-hoc and occasional support needs.

An Incident is a single, discrete technical problem which cannot be reasonably addressed with a brief resolution, and also which is not overly broad in scope.

You can use your Per-Incident Support service within one year from the date of purchase. A Per-Incident Support ticket is a single support issue that cannot be broken down into separate issues. If a problem contains multiple issues, each will be charged as a new, separate Per-Incident Support incident. You can use your Per-Incident Support purchase for any Paragon product which is available to customers and the latest version of those products. It is the customer's responsibility to make sure that they have obtained and installed the most recent build of the product which they are entitled to use. If the support incident was addressed in a later build of the software, the customer will still be charged for the support incident. If the incident turns out to be a defect in our software and a support engineer is unable to find an acceptable solution, the customer will not be charged for the support incident.

The Per-Incident Support program also provides you with access to the technical resources and additional tools which are provided to Extended Support users.

**Response Time** - the guaranteed response time for Per-Incident Support is 2 business hours.

**Extended Hours of Operation** – our Support engineers are available for you from 8.00 to 22.00 CET Monday through Friday.

**Per-Incident Support service is valid within 1 Year from the date of purchase.**

**A dedicated support engineer will be responsible for direct assistance and guidance through all support related communication via website/e-mail and phone conversations.**

We provide you extended availability to Support engineers, to help you in critical situations which may arise during the installation or use of our software.

Workstation users and network administrators may be interested in this program. You can purchase Per-Incident Support for your products if you are IT expert but want to ensure that you will always get our urgent assistance in the case of a critical emergency.

## Support Request Processing

Whether you contact us via the phone or via the Support Request Form, we will promptly log your support request and quickly assign your issue to the appropriate support engineer. The following sections detail the life cycle of a support request and explain best practices, our processes and your options as the issue progresses. Here are general recommendations for contacting us by phone, e-mail and website.

### Contacting Paragon Support by phone \*

Our support engineers or help-desk operators will ask you a number of standard questions when troubleshooting your issue. Please have the below listed information before contacting Paragon Support. We need this information to diagnose problems and quickly log your request.

#### Contact Information:

Name, Company name, Customer ID, Ticket ID (if you sent a prior request)

Telephone, fax, e-mail or other contact details where you can be contacted if you have not provided this information earlier or you are contacting Paragon first time.

#### Computing Environment Information:

System specifications and operating system

#### Paragon Products:

Product name and version

Build number

System configuration

Please describe your problem in an accurate and detailed manner so that our support engineers can assist you in the shortest possible time.

Whether you are contacting us by phone or the Support Request Form your Support Request will be input to our web-based Support Request System. You will be notified by e-mail of your Support Request ticket creation and you will be provided with a web link and information on how to access your account to check for updates. You will be able to follow up and respond to your request from there.

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\* For Extended, Enterprise Level and Per Incident Support only

## Submitting a Support Request

If you have an active Support Program, have an unused Per Incident Support Request, or are entitled to Complimentary Support, you can send a Support request from our website. To send a support request, go to the Support Section of Paragon's website and click on "Submit Support Request" <http://kb.paragon-software.com/webform> .

Once there, use the information you previously gathered, as advised above in the Contacting Paragon Support by phone section, to fill out the necessary fields, provide a detailed problem description and attach any/all system information and log files.

To obtain information about your system, please do following:

- select "Start"->"Programs"->"Accessories"->"System Tools"->"System Information" menu item
- select "File"->"Save"

Log Files (Windows):

The program creates four log files:

- "stubact.log"
- "BioNtLog.txt" or "Bio95Log.txt"
- "pwlog.txt"
- "cdb.log"

These files are created in the folder where the executable file is located. For Windows versions, they will appear in the "WinXX" or "Program" subfolder of the program's installation folder (usually "C:\Program Files\Paragon Software\program\_name\WinXX or \Program").

Log Files (Linux Recovery CD):

Currently, Recovery CD saves only boot log and information about hardware detection into /var/log/dmesg. Note, that this file is created on temporary RAM disk, so one should copy it to some permanent media before reboot.

You can attach to your web request any other information which in your opinion relates to the issue (screenshots, error messages and etc.).

You may be asked some initial questions by our support engineers as our software works in different environments and critical situations may arise which we have never met before.

Please use your registered e-mail when submitting the Support Request Form. This is a very strong requirement as our Support Request System will identify you as a registered Paragon Software user by your e-mail address. If for any reason you do not know which e-mail address you used to register your software please provide us with any information you have. It can be a serial number, order number, etc.

## Support Requests' Ticketing

After you submitted you Support Request either by telephone or by filling out the Support Request Form our Web based Support Request System (SRS) assigns unique ticket

number (Ticket ID) to customer request for assistance. These ticket numbers allow Paragon Support to prioritize and track all requests through resolution, and allow the customer to get a status update of their case via the Support section of our Website.

You will receive an e-mail with Ticket ID assigned to your request and the link to your support request in the SRS. Always record your Ticket ID and please ensure that you have it readily available if you are calling or sending e-mail to our support team in reference to an existing case.

You can view the status of your Support Request and annotate your request via the Paragon Support Website. Once you log into to „My account“service, you will see “View Support Requests” link that will show you a table of your recent Support Requests.

On this window you can follow the history of your request resolving and corresponding between our engineers if there any. If you shall have any comments or asked to comment some issue by our support engineer you can also post it in this form.

You can also close your support if you found a decision of your trouble by yourself. In that case you Support Request will be automatically closed in SRS.

## Support Request Closure

Excluding cases described in above section a Support Request is typically closed when you confirm that a resolution is reached or if we do not hear back from you after three attempts to contact you over a ten days period. We may also close Support Requests if we cannot resolve, or chose not to resolve certain issues, with acknowledgment and agreement from you.

You will be notified by e-mail when your support request will be marked as “Supported” (i.e. closed). However you can always reopen your ticket by pressing “Reopen” button. Please be sure before reopen particular Support Request Ticket that your comment is not a new support issue.

## Customer Satisfaction Surveys

The services we offer and the services we will offer in the future are based largely on feedback from you. Your satisfaction with our services is the only way we measure our success. Thereto we conduct customer satisfaction surveys that give you the opportunity to let us know how we are doing.

After we close a Support Request Ticket you will receive a link to short survey form or you can fill the survey form in the “View Support Requests section of „My account» service.



## Supported Versions of Paragon Software Products

As a general policy, Paragon Software supports each major version of our products from the time it is released until 18 months after the next major version becomes available. For example, we will normally discontinue support for version 8.0 of a given product 18 months after version 9.0 becomes available.

Documentation and related Knowledge Base articles for unsupported versions of Paragon products remain available on the Paragon Website. However, we do not accept Support Requests for discontinued versions.

## Update and Upgrade Policy

We provide software releases to fix problems uncovered in our current products. We use two mechanisms to provide bug fixes:

### Product Update

Updates provide important fixes to Paragon products that could affect you. By updating, you insure yourself of running the latest version of the software with all of the latest fixes. Product Updates are released regularly and they are cumulative, so you only need to install the latest update to benefit from all the available fixes.

The Paragon E-mail notification system allows you to remain up-to-date on current events, latest updates for your products, as well as new product releases. To subscribe please check the appropriate box in your registration form.

Being a registered user of one or more Paragon products, you are entitled to free updates to this product within the term stated for your specific product and edition in accordance with the specific update policy.

### Product Upgrade

Upgrade means new versions of Paragon products that contain major enhancements, new features or significantly improved functionality, thus we are committed to further development of our software. However Paragon Software Group does not assume any obligations concerning any dates of new version releases. Upgrades are signified by a major version number change. For example, a major upgrade from version 8.0 would be 9.0. If a new version of the software you purchased is released within 30 days (60 days for corporate versions) you can get a free upgrade.

The discounts are only available if you are purchasing the next version of software you have already purchased; otherwise, no discounts are available. For example, if you have purchased version 5.x and now you want to purchase version 7.x you have to pay the full price.

## Product Upgrade Assurance Policy

By purchasing Product Upgrade Assurance for a Paragon product, the customer ensures that their software is always kept up-to-date with the latest version of the software - without having to worry about any extra upgrade costs. Paragon's software continues to be developed and improved in response to customer needs and new technological advances, to ensure the best software is being provided. It is in the best interest of the customer to take advantage of these developments in the most cost-effective way.

During the term covered by Product Upgrade Assurance, customers are entitled to receive all generally-released new versions of their Paragon software title(s), including both interim and major releases, changes, service packs and patches for the product. In other words you can always download updates and upgrades for free, as long as your Product Upgrade Assurance coverage is active.

The Paragon Product Upgrade Assurance can be bought for one or two year periods.

The Complimentary Support program will be automatically renewed from the date you upgrade to the new version of the product. For license subscriptions the Complimentary Support is legal during terms of validity of subscriptions.

You can buy Product Upgrade Assurance for one or for two years when ordering your software solution. In case you for some reason decided to buy Product Upgrade Assurance later, you should contact us at [sales@paragon-software.com](mailto:sales@paragon-software.com) indicating which software you purchased (professional, server and enterprise) and which term of Upgrade Assurance you need.

Summarizing all above, when purchasing Upgrade Assurance with your solution, you receive:

1. The right to update your software within the term of your Upgrade Assurance program;
2. Complimentary support for the new version of the software for two months;
3. The right to upgrade any time an update is available within the term of your Upgrade Assurance program;

To discuss the possibility of obtaining the Product Upgrade Assurance option for other types of licenses or products please contact us at [sales@paragon-software.com](mailto:sales@paragon-software.com).