



Rocket Software Support Handbook

Version 5.0

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Contents

Notices.....	3
Corporate information.....	4
List of Figures.....	5
Browser Compatibility.....	6
Chapter 1: Rocket Technical Support Overview.....	7
Rocket Technical Support.....	7
Commitment to service.....	7
Chapter 2: Initiating a Rocket Technical Support Case.....	9
Rocket Community.....	9
Case severity and response goals.....	10
Contacting Rocket Technical Support.....	10
Emergency response.....	11
Glossary.....	12
Index.....	13

Notices

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Corporate information

Rocket Software, Inc. develops enterprise infrastructure products in four key areas: storage, networks, and compliance; database servers and tools; business information and analytics; and application development, integration, and modernization.

Website: www.rocketsoftware.com

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USA

To contact Rocket Software by telephone for any reason, including obtaining pre-sales information and technical support, use one of the following telephone numbers.

Country	Toll-free telephone number
United States	1-855-577-4323
Australia	1-800-823-405
Belgium	0800-266-65
Canada	1-855-577-4323
China	400-120-9242
France	08-05-08-05-62
Germany	0800-180-0882
Italy	800-878-295
Japan	0800-170-5464
Netherlands	0-800-022-2961
New Zealand	0800-003210
South Africa	0-800-980-818
United Kingdom	0800-520-0439

Contacting Technical Support

The Rocket Community is the primary method of obtaining support. If you have current support and maintenance agreements with Rocket Software, you can access the Rocket Community and report a problem, download an update, or read answers to FAQs. To log in to the Rocket Community or to request a Rocket Community account, go to www.rocketsoftware.com/support.

In addition to using the Rocket Community to obtain support, you can use one of the telephone numbers that are listed above or send an email to support@rocketsoftware.com.

List of Figures

Figure 1: Rocket Community Bill of Rights..... 8
Figure 2: Rocket Community Landing Page..... 9

Browser Compatibility

Rocket Community has been tested and successfully functions on the following browser versions:

- Internet Explorer Version 9 or later
- Firefox (most current version)
- Google Chrome (most current version)

Chapter 1: Rocket Technical Support Overview

This chapter explains the Rocket Technical Support structure and goals.

Rocket Technical Support

When you purchase products from Rocket Software, the Rocket Technical Support organization is here to ensure your success with your Rocket Software products.

The Rocket Technical Support organization is a unified team of technical support professionals that are dedicated to the various Rocket Software brands. Rocket Technical Support supports multiple brands and products, including a large array of customers ranging from banks, governmental agencies, and major retailers, to small and medium-sized businesses.

Commitment to service

Rocket Software provides technical support through teams of specialists who are dedicated to the various Rocket Software brands. These teams comprise the Rocket Technical Support organization.

The Rocket Commitment

Rocket values you as a customer and partner. We are here to ensure your success. We are dedicated to ensuring that every issue you bring to our attention is resolved to your satisfaction, and in a timely manner.

Our goal is to provide you with a productive, informative, and positive experience by offering:

- Rapid 24x7 response for high-impact issues
- Timely response and resolution for all inquiries
- Technical expertise and professional courtesy

Rocket Customer Support Organization

We are a unified, global team of support professionals dedicated to your success. We strive to ensure that you have access to the appropriate expertise when you need it – no matter where you are located.

Our support professionals are skilled, motivated, and eager to resolve your issues and answer your questions. Our goal is to ensure your satisfaction every time you contact us by:

- Responding to your requests promptly
- Consistently setting and meeting expectations, so you never have to guess
- Continuously improving our service to you through active listening

As part of our commitment, we want to hear from you. Do you need to escalate an issue? Have we failed to meet your expectations? Have we exceeded your expectations? We want to know about your experience. We encourage you to send your feedback by clicking [Contact Support](#) and completing the online form.

As part of the Rocket Community, you can expect exceptional service. Please review the Rocket Community Bill of Rights: <http://www.rocketsoftware.com/our-commitment>

Figure 1: Rocket Community Bill of Rights

Rocket Products & Solutions Resources Support - About -

Rocket Community Bill of Rights

View PDF: English, French, German, Japanese, Portuguese, Spanish

As a member of the Rocket Community, I can expect the following:

- 1** You will treat me with the same respect and empathy you'd want for yourselves.
- 2** You will act in my best interest and do what is right for me.
- 3** You will personalize your service based on the way I wish to receive it.
- 4** You will do what is necessary to meet my expectation, and will aim to exceed that expectation.

Rocket

As a member of the Rocket Community, I can expect the following:

- 5** You will tell me what to expect from you, and you will notify me immediately if you think you will deviate from that expectation.
- 6** If you have to tell me you cannot do something, you will always give me options about what you can do.
- 7** You will assign one Rocketeer as the single owner of the request I've made of you.
- 8** I will determine when my request is resolved, not you.

Rocket

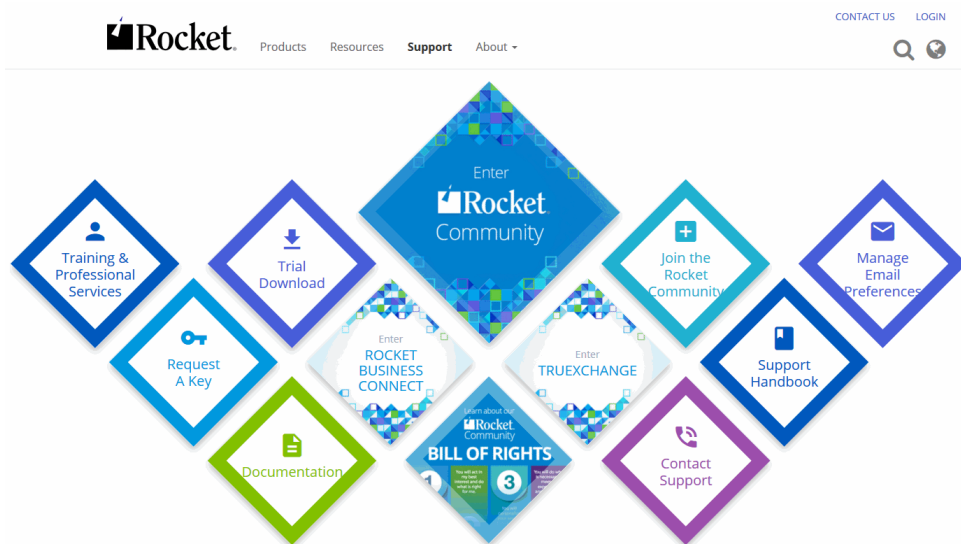
Chapter 2: Initiating a Rocket Technical Support Case

Rocket Community

The centerpiece of Rocket Technical Support is the Rocket Community, which is a secure, easy-to-use website that provides a place for you to obtain products, maintenance, documentation, and technical support.

The Rocket Community is your direct link to Rocket's team of technical support engineers and software developers, who strive to provide you with a rapid response, technical expertise, regular communication, and professional courtesy.

Figure 2: Rocket Community Landing Page



You can use the Rocket Community from a secure web browser session and access the following functions:

- **Cases:** Contact Rocket Technical Support by creating a new case, or manage your existing cases.
- **Downloads:** Download products, solutions, and documentation.
- **License Keys:** Obtain or retrieve previously generated product license keys.
- **My Products:** Display a list of the products that you own.
- **Make a Payment:** Pay for a product or renewal.
- **Knowledge Base:** Review solutions to technical questions.
- **Documentation:** View product documentation.

For a video tour of the features and functionality of the Rocket Community, see the [Rocket Community Video Tour](#).

Case severity and response goals

The Severity level is determined by how severely your computing system is affected by the software problem. You must assign a Severity level to a case when you report it.

The Severity level dictates the initial response time and follow-up notification times that you receive from the Rocket Technical Support team. Initial response times are provided in the following table, and follow-up times are provided in the Severity level definitions.

Table 1: Initial response time for Severity level

Severity	Impact	Response Goal*
Severity 1	Critical	Within one hour
Severity 2	High	Within four business hours
Severity 3	Medium	Within one business day
Severity 4	Low	Within one business day

Severity 1

Critical Impact/System Down: A critical business software component is inoperable. You are unable to use the program, which results in a critical impact on your business operations. This condition requires an immediate solution.

Severity 1 requires maximum effort support until an emergency fix or bypass is developed and available. Critical situations might require customer and Rocket personnel to be at their respective work locations on an around-the-clock basis. The objective is to provide you relief for the problem within 24 hours and provide a final solution or fix within 7 days. You receive a follow-up about a Severity 1 case from Rocket Technical Support within 24 hours.

Severity 2

High business impact: The program is usable but severely limited. You will receive a follow-up about a Severity 2 case from Rocket Technical Support within 5 days.

Severity 3

Medium business impact: The program is usable with less significant features unavailable. The unavailable features are not critical to your operations. You receive a follow-up about a Severity 3 case from Rocket Technical Support within 10 days unless another agreement has been decided upon.

Severity 4

Low business impact: The problem causes little impact on your operations or a reasonable circumvention to the problem has been implemented.

Contacting Rocket Technical Support

To contact Rocket Technical Support, go to the [Rocket Community](#) and click [LOGIN](#).

If you do not already have a Rocket Community account, you can request one by clicking the [Sign Up](#) link on the Rocket Community home page. After Rocket Technical Support receives your request, your account will be created and an email with login instructions will be sent to you.

If you have an account and you forget your password, click the [Forgot password?](#) link to reset your password.

For further information about using the Rocket Community, see the [Rocket Community Video Tour](#).

Note:

Rocket Technical Support offices are closed on holidays. If you are experiencing a critical issue, see [Emergency response, on page 11](#).

Emergency response

If you experience an emergency or a critical situation, log into the [Rocket Community](#) and create a Severity-1 case. For more information about case severity and response times, see [Case severity and response goals, on page 10](#).

Glossary

A

Asset

An asset is a record of licensing for a particular product. It records information about the customer's license, and information about the environment on which the product is installed. The relationship between products and assets is one-to-one, so that any given asset relates to one product.

B

Bug

Bugs are created in Rocket.Track to track a software problem that needs to be resolved.

C

Case

A case is a record of a customer's request, problem, or question. Cases are generally created by customers in the Rocket Community to address a problem they need to resolve. Customer-created cases automatically create related cases in Rocket.Track.

E

Enhancement

Enhancements are created in Rocket.Track to track updates and improvements that need to be made to the software.

R

Rocket.Track

A website that is used by Rocket employees to track cases, bugs, and enhancements.

Index

24x7 support..... 11

B

browser.....6

C

cases

 emergency response.....11

 Rocket Technical Support response goals..... 10

 severity levels.....10

contacting technical support.....10

customer support

 contacting.....4

E

emergency response.....11

L

legal notices..... 3

R

response goals..... 10

Rocket Community.....9

Rocket Software

 contacting.....4

S

severity levels

 severity 1 cases..... 11

software support

 contacting.....4

support

 24x7.....11

 contacting.....4

T

technical support

 contacting.....4, 10

 overview..... 7, 7

 service overview.....7

trademarks.....3

troubleshooting

 contacting technical support..... 4

V

video tour, Rocket Community.....9, 10