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This information might contain examples of data and reports. The examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

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Note: This product may contain encryption technology. Many countries prohibit or restrict the use, import, or export of encryption technologies, and current use, import, and export regulations should be followed when exporting this product.
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

Rocket Global Headquarters
77 4th Avenue, Suite 100
Waltham, MA 02451-1468
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.

<table>
<thead>
<tr>
<th>Country</th>
<th>Toll-free telephone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>1-855-577-4323</td>
</tr>
<tr>
<td>Australia</td>
<td>1-800-823-405</td>
</tr>
<tr>
<td>Belgium</td>
<td>0800-266-65</td>
</tr>
<tr>
<td>Brazil</td>
<td>0-800-591-8021</td>
</tr>
<tr>
<td>Canada</td>
<td>1-855-577-4323</td>
</tr>
<tr>
<td>中国 (China)</td>
<td>400-120-9242</td>
</tr>
<tr>
<td>Deutschland (Germany)</td>
<td>0800-180-0882</td>
</tr>
<tr>
<td>France</td>
<td>08-05-08-05-62</td>
</tr>
<tr>
<td>Greece</td>
<td>800-848-1252</td>
</tr>
<tr>
<td>Italia (Italy)</td>
<td>800-878-295</td>
</tr>
<tr>
<td>日本 (Japan)</td>
<td>0800-170-5464</td>
</tr>
<tr>
<td>Malaysia</td>
<td>1-800-814-479</td>
</tr>
<tr>
<td>Nederland (Netherlands)</td>
<td>0-800-022-2961</td>
</tr>
<tr>
<td>New Zealand</td>
<td>0800-003210</td>
</tr>
<tr>
<td>Portugal</td>
<td>800-180-202</td>
</tr>
<tr>
<td>Singapore</td>
<td>800-852-3337</td>
</tr>
<tr>
<td>South Africa</td>
<td>0-800-980-818</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0800-520-0439</td>
</tr>
</tbody>
</table>

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 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.
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Chapter 1: Rocket Technical Support Overview

Rocket Technical Support

Rocket Software provides technical assistance through teams of specialists who are dedicated to the various Rocket Software brands and products. These teams comprise the Rocket Technical Support organization, and they support a large array of customers ranging from banks, governmental agencies, major retailers, small and medium-sized businesses, and more. 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 Commitment to service

Rocket Software 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 Community Bill of Rights

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 expectations, and will aim to exceed that expectation.

5. You 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.
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

To access the Rocket Customer Community, navigate to https://www.rocketsoftware.com/support and click Rocket Community.

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 by managing 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.

**Rocket Community Browser compatibility**

Rocket Community has been tested and successfully functions on the following browser versions:
• Internet Explorer (most current version)
• Microsoft Edge (most current version)
• Firefox (most current version)
• Google Chrome (most current version)
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>
<thead>
<tr>
<th>Severity</th>
<th>Impact</th>
<th>Response Goal*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>Critical</td>
<td>Within one hour</td>
</tr>
<tr>
<td>Severity 2</td>
<td>High</td>
<td>Within four business hours</td>
</tr>
<tr>
<td>Severity 3</td>
<td>Medium</td>
<td>Within one business day</td>
</tr>
<tr>
<td>Severity 4</td>
<td>Low</td>
<td>Within one business day</td>
</tr>
</tbody>
</table>

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 homepage. 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.
Note:
Rocket Technical Support offices are closed on holidays. If you are experiencing a critical issue, see Emergency response, on page 12.

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 11.

Rocket Forum

The Rocket Forum is Rocket Software’s virtual headquarters for customers, prospects, partners and Rocketeers. It is your destination to discuss “all things Rocket.”

As a member you can:
- Keep up with product news, information, updates, and help chart product development
- Take advantage of free training, learning, content and knowledge sharing, and grow in your professional development and reputation as a subject matter expert
- Build relationships with fellow customers, subject matter experts, and Rocketeers

To access the Rocket Forum, navigate to https://community.rocketsoftware.com/home and click “Join the Forum” to sign up.
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.Jira 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.Jira.

E

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

R

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