

Rocket Software Support Handbook

Version 6.2

2022-12-05

RTS-0500-UG-1



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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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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.

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

1. Rocket toll-free phone numbers



Rocket Technical Support Overview

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 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.

The Rocket Commitment to Service

Rocket Software values you as a customer and partner. We are dedicated to ensuring that every issue you bring to our attention is resolved to your satisfaction 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 maximizing your success. We strive to ensure you have access to the appropriate expertise whenever you need it—no matter your location.

Our support professionals are skilled, motivated, and eager to resolve issues and answer questions. Our goal is to deliver satisfaction by:

- Promptly responding to your requests
- Consistently setting and meeting expectations
- Continuously improving our service through active listening

The Rocket Community Bill of Rights

By joining the Rocket Community, we strive to deliver continuous exceptional service as outlined in our [Rocket Community Bill of Rights](#).

Our Customer Commitment

As a Rocket Software customer, I can expect that:

- 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
- 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

2. The Rocket Community Bill of Rights – Our Customer Commitment



Contacting Rocket Technical Support

Online via the Rocket Customer Community

The [Rocket Customer Community](#) is the primary support communication channel with Rocket Technical Support.

You will find in-depth information about the **Rocket Customer Community**, its features, and how to use them below.

Give us feedback on how we are doing!

Whether you need to escalate an issue, share constructive feedback or ideas on how we can improve your support experience, or just let us know how we are doing, we welcome and encourage you to share your feedback using the [Online Support Contact Form](#).

By Phone

Pick one of the phone numbers listed under Corporate Information based on your region.

By Email

Contact Rocket Technical Support through support@rocketsoftware.com.

Customer Success

The **Rocket Customer Success Management (CSM)** team is dedicated to helping you achieve positive business outcomes throughout your journey at Rocket. Our CSMs will empower you every step of the way by delivering continuous expert guidance on how to optimize the usage of your Rocket Software products and ensure fluid communication within our teams to meet your expectations and business requirements.

For non-technical inquiries, contact the Rocket CSM team by email:

csm.connect@rocketsoftware.com.



Rocket Customer Help Center

The **Rocket Help Center** is the stepping block to all important support resources and information during your journey with Rocket.

Find everything Rocket Support related by visiting rocketsoftware.com/support.



3. Rocket Customer Help Center

Rocket Customer Community

The **Rocket Customer Community** is your one-stop online platform to manage everything related to your support requirements in a centralized and effective manner 24x7.

Secure and easy to use, it is your direct link to Rocket's team of technical support engineers and software developers who stand ready to answer all your support-related queries diligently through regular professional communication and technical expertise.

Provided a current support and maintenance agreement with Rocket Software, you will be entitled to all Rocket Customer Community features, including:

Knowledge Base	Find useful articles related to your Rocket products including how-tos, tech notes, and troubleshooting. With a powerful built-in search engine, narrow your knowledge search by category, article type, product, or product features.
Case Management	Keep track of your case activity and open, follow up, close, or re-open technical support cases anytime.
Downloads	Get all digital packages and updates for your Rocket products to maximize performance and profit from any new additional features.
License Keys	Retrieve your Rocket products license keys or alternatively use the license key generator to get you up and running in no time.
My Products	Review all your Rocket products entitlements including maintenance status and expiration date.
Make a Payment	Pay securely through our online payment system and always stay current on new, pending, or past invoices.
Documents	Find all Rocket products documentations online to maximize insights and usage of all your Rocket products.

4. Rocket Customer Community Features



Accessing Rocket Customer Community

Visit the [Rocket Help Center](#) and click on **Rocket community**.



5. Accessing Rocket Customer Community

Rocket Customer Community Browser Compatibility

Browser	Compatibility	Version
Microsoft® Internet Explorer®	Not supported	n/a
Microsoft® Edge (Non-Chromium)	Not supported	n/a
Microsoft® Edge Chromium	Supported* * IE compatibility mode not supported	Latest stable Version
Google Chrome™	Supported	Latest stable Version
Mozilla® Firefox®	Supported	Latest stable Version
Apple® Safari®	Supported	Latest stable Version

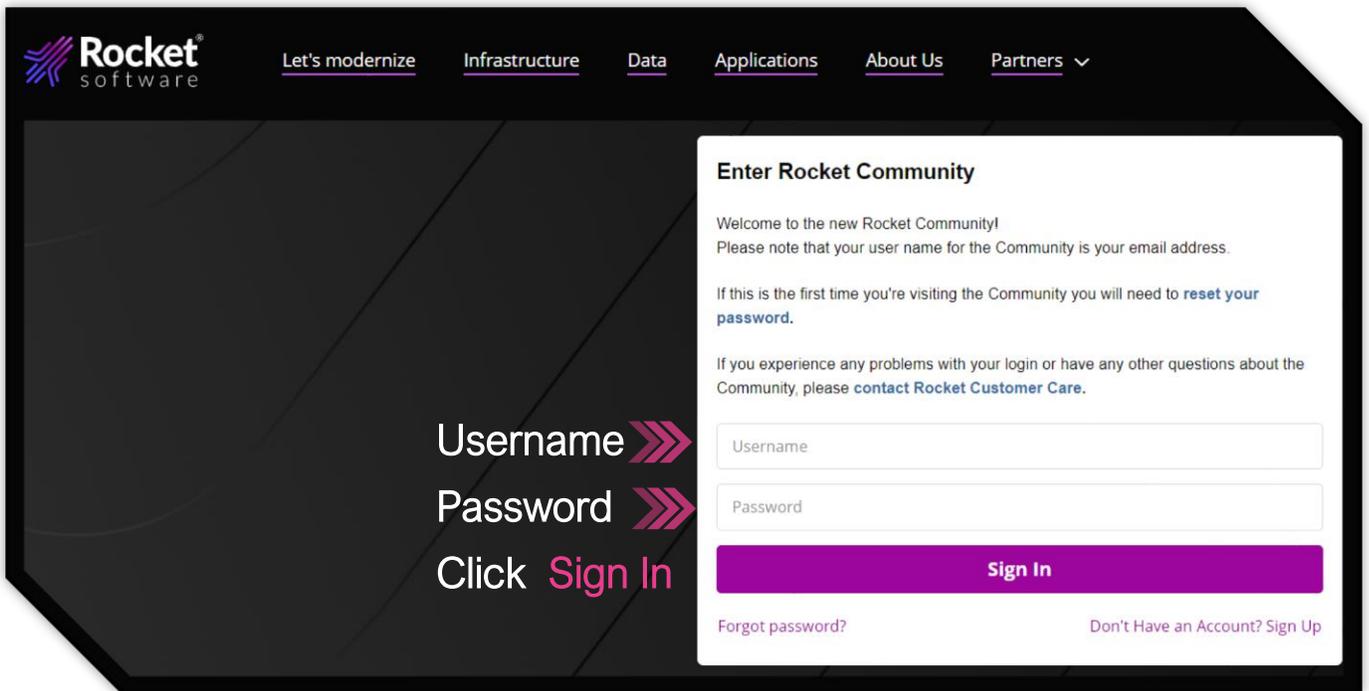
6. Rocket Customer Community Browser Compatibility Table

Rocket Customer Community Login

You will be directed to the Rocket Community login page.

To sign in:

1. Enter your **Username** and **Password**
2. Click **Sign in** to complete your login



Enter Rocket Community

Welcome to the new Rocket Community!
Please note that your user name for the Community is your email address.

If this is the first time you're visiting the Community you will need to [reset your password](#).

If you experience any problems with your login or have any other questions about the Community, please [contact Rocket Customer Care](#).

Username 

Password 

Click **Sign In** 

Forgot password? [Don't Have an Account? Sign Up](#)

7. Rocket Customer Community Login

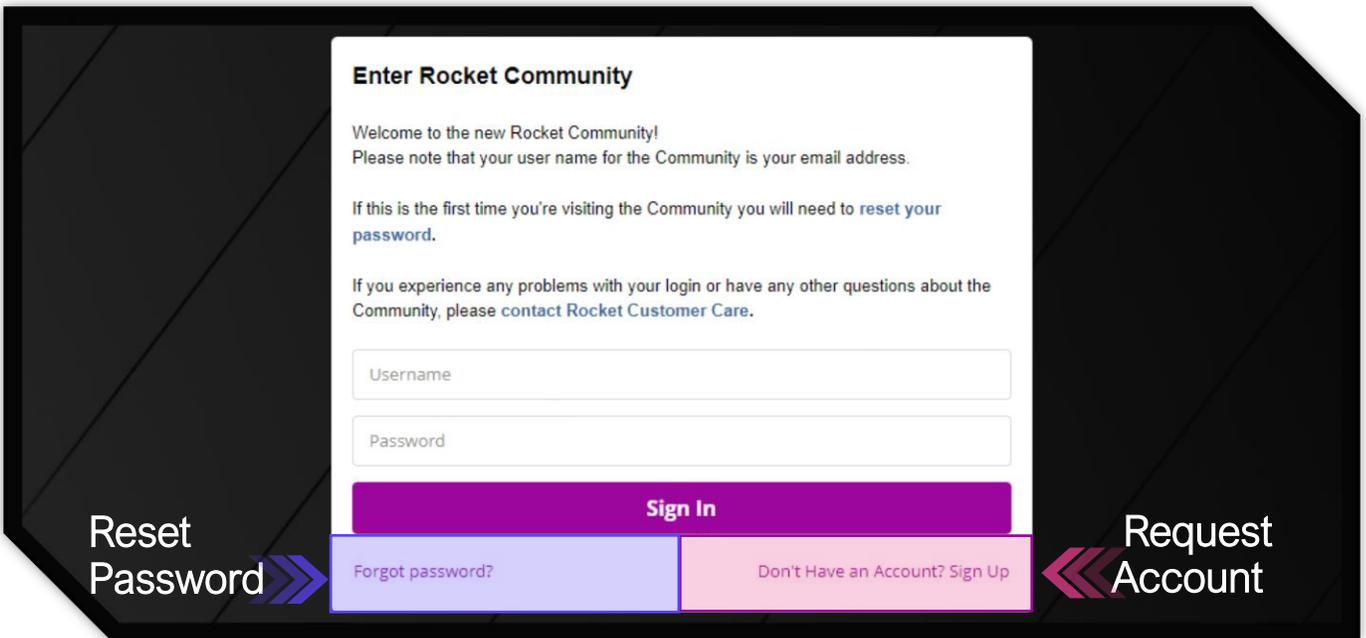
Account Registration and Password Reset

To Request a Rocket Community Account:

Click on **Don't have an Account?** The **Sign-Up** link is located at the bottom-right of the Rocket Customer Community login form

To Reset Your Rocket Community Password:

To reset your Rocket Community password, click the **Forgot password?** link located at the bottom-left of the Rocket Customer Community login form



The screenshot shows the "Enter Rocket Community" login form. It includes a welcome message, instructions on how to use the community, and a "Sign In" button. Below the "Sign In" button are two links: "Forgot password?" and "Don't Have an Account? Sign Up".

Reset Password >>> **Forgot password?**

Request Account <<< **Don't Have an Account? Sign Up**

8. Rocket Customer Community Account Registration & Password Reset

Open a Technical Support Case

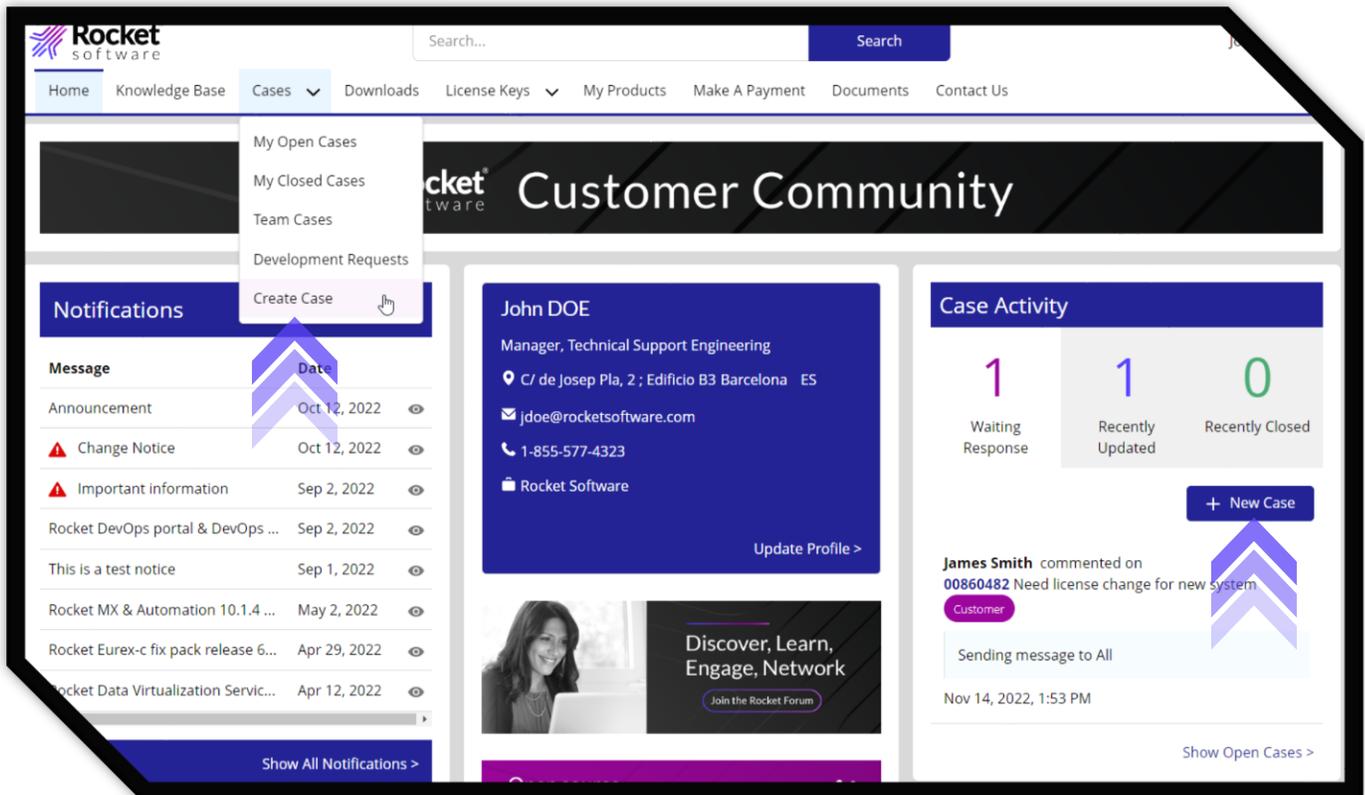
To open a technical support case:

1. Sign in to the Rocket Customer Community
2. From the Rocket Customer Community dashboard either:

Hover on the **Cases** tab from the main navigation menu & Click **Create Case**

OR

Click on 



9. Open a technical support case

Case Severity & Response Goals

The Severity level is determined by the degree of business impact on your production system. The Severity level **must be assigned** when reporting a case as it will directly affect the initial response time and follow-up notifications provided by our Rocket Technical Support team. Initial response times are defined in the following table, follow-up times are provided in the Severity level definitions.

Initial response time by 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 Level Definitions

Severity 1	<p>Critical impact/Production down:</p> <p>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.</p> <p>Severity 1 requires maximum support until an emergency fix or bypass is developed and available. Critical situations might require the 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 will receive a follow-up for a Severity 1 case from Rocket Technical Support within 24 hours.</p>
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10. Initial Response time by Severity Level



Severity 2	<p>High business impact:</p> <p>The program is usable but severely limited. You will receive a follow-up for a Severity 2 case from Rocket Technical Support within 5 days.</p>
Severity 3	<p>Medium business impact:</p> <p>The program is usable with less significant features unavailable. The unavailable features are not critical to your operations. You will receive a follow-up for a Severity 3 case from Rocket Technical Support within 10 days unless another agreement has been decided upon.</p>
Severity 4	<p>Low business impact:</p> <p>The problem causes little impact on your operations or a reasonable circumvention to the problem has been implemented.</p>

11. Severity Level Definitions

Important: Raising a case's severity level to critical will require a call to Rocket Technical Support

Emergency Response

If you experience an emergency or a critical situation, log on to [Rocket Community](#) and create a Severity-1 case. For more information about case severity and response times, please refer to the [Case Severity and Response Goals](#) table.

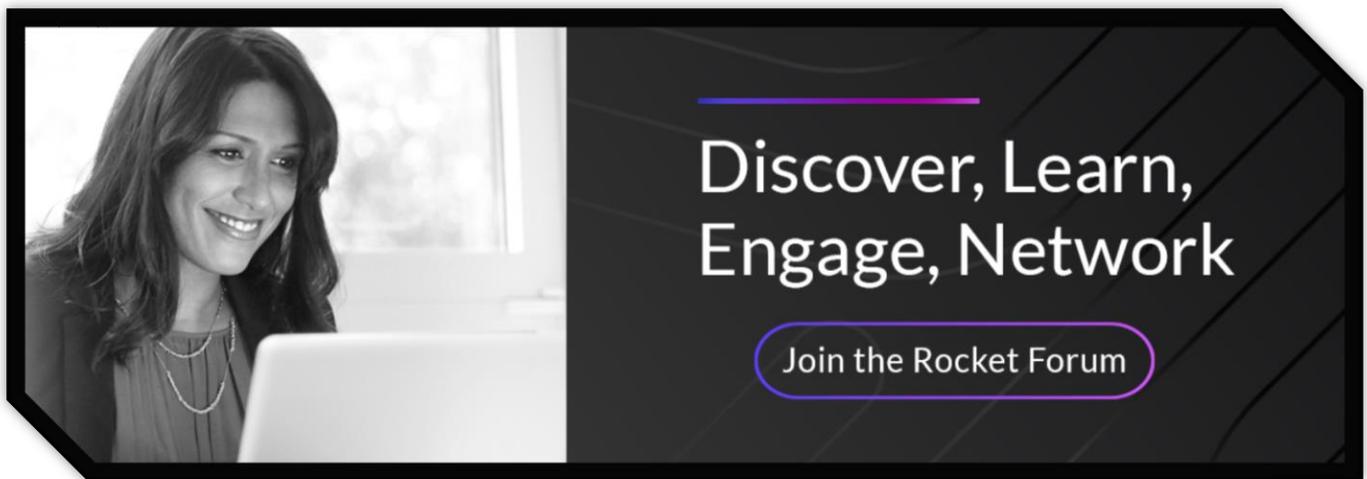
Note: Rocket Technical Support offices are closed on holidays



Rocket Forum

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

To access the Rocket Forum, navigate to <https://community.rocketsoftware.com/home> and click **Join the Forum** to sign up.



12. Join the Rocket Forum

As a **Rocket Forum member**, you will be able to:

- ✓ Keep up with product news, information, and updates, and participate in charting product development
- ✓ Take advantage of free training, exclusive content, and knowledge sharing
- ✓ Grow in your professional development and reputation as a subject matter expert
- ✓ Build relationships with fellow customers, SMEs, and Rocketeers

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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 in 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 generate related cases in Rocket Jira.

Customer Success Management

Process of increasing customer satisfaction and enhancing the relationship between customers and Rocket throughout customer usage of Rocket Software products.

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 platform used by Rocket employees to track cases, bugs, and enhancements.

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