



Rocket Software Support Handbook

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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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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	800-720-1170
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 Customer Portal is the primary method of obtaining support. If you have current support and maintenance agreements with Rocket Software, you can access the Rocket Customer Portal and report a problem, download an update, or read answers to FAQs. To log in to the Rocket Customer Portal or to request a Rocket Customer Portal account, go to www.rocketsoftware.com/support.

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

Browser Compatibility

RCP 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
- 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 [Email 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/rocket-community-bill-rights>

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.



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.



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 web portal 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 courtesies.

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.
- **My Products:** Display a list of the products that you own.
- **Make a Payment:** Pay for a product or renewal.
- **License Keys:** Obtain or retrieve previously generated product license keys.
- **Knowledge Base:** Review solutions to technical questions.
- **Documentation:** View product documentation.

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 features unavailable 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.

Rocket Technical Support offices are closed on holidays. For a list of Rocket holidays, see [Rocket Holiday Schedule, on page 10](#).

To log into the Rocket Community, go to:

<https://support.rocketsoftware.com>.

If you do not already have a Rocket Community account, you can request one by clicking the [New User? Register here](#) link on the Rocket Community home page. If you forget your password, click the [Forgot your password?](#) link.

Emergency response

If you experience an emergency or a critical situation, log into the [Rocket Community](#), and create a Severity 1 case.

Appendix A: Rocket Holiday Schedule

2016 AUSTRALIA HOLIDAY SCHEDULE

Australian Capital Territory (ACT)

Friday	January 1st	New Year's Day
Tuesday	January 26th	Australia Day
Monday	March 14th	Canberra Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Monday	April 25th	Anzac Day
Monday	June 13th	Queen's Birthday
Monday	September 26th	Family & Community Day
Monday	October 3rd	Labour Day
Monday	December 26th	Boxing Day
Tuesday	December 27th	Christmas Day (Observed)

New South Wales (NSW)

Friday	January 1st	New Year's Day
Tuesday	January 26th	Australia Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Monday	April 25th	Anzac Day
Monday	June 13th	Queen's Birthday
Monday	August 1st	Bank Holiday
Monday	October 3rd	Labour Day
Monday	December 26th	Boxing Day
Tuesday	December 27th	Christmas Day (Observed)

Queensland (QLD)

Friday	January 1st	New Year's Day
Tuesday	January 26th	Australia Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Monday	April 25th	Anzac Day
Monday	June 13th	Queen's Birthday
Monday	October 3rd	Labour Day
Monday	December 26th	Boxing Day
Tuesday	December 27th	Christmas Day (Observed)

South Australia (SA)

Friday	January 1st	New Year's Day
Tuesday	January 26th	Australia Day
Friday	March 25th	Good Friday

Monday	March 28th	Easter Monday
Monday	April 25th	Anzac Day
Monday	June 13th	Queen's Birthday
Monday	October 3rd	Labor Day
Monday	December 26th	Christmas Day (Observed)
Tuesday	December 27th	Proclamation Day

Victoria (VIC)

Friday	January 1st	New Year's Day
Tuesday	January 26th	Australia Day
Monday	March 14th	Labour Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Monday	April 25th	Anzac Day
Monday	June 13th	Queen's Birthday
Tuesday	November 1st	Melbourne Cup
Monday	December 26th	Boxing Day
Tuesday	December 27th	Christmas Day (Observed)

2016 AUSTRIA HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Wednesday	January 6th	Epiphany
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Thursday	May 26th	Corpus Christi
Wednesday	October 26th	National Day
Thursday	December 8th	Immaculate Conception
Friday	December 26th	St. Stephens Day

2016 BELGIUM HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Pentecost Monday
Thursday	July 21st	Belgian National Day
Friday	November 11th	Armistice Day
Monday	December 26th	Christmas Day (Observed)

2016 CANADA HOLIDAY SCHEDULE**Ontario**

Friday	January 1st	New Year's Day
Monday	February 15th	Family Day
Friday	March 25th	Good Friday

Monday	May 23rd	Victoria Day
Friday	July 1st	Canada Day
Monday	August 1st	Civic Holiday
Monday	September 5th	Labour Day
Monday	October 12th	Thanksgiving
Monday	December 26th	Boxing Day

Quebec

Friday	January 1st	New Year's Day
Monday	March 25th	Easter Monday
Monday	May 23rd	Victoria Day
Friday	June 24th	St. Jean Baptiste Day
Friday	July 1st	Canada Day
Monday	August 1st	Civic Holiday
Monday	September 5th	Labor Day
Monday	October 10th	Thanksgiving
Monday	December 26th	Boxing Day

2016 FRANCE HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Thursday	July 14th	Bastille Day
Friday	November 11th	Armistice Day

2016 GERMANY HOLIDAY SCHEDULE**Baden-Wuerttemberg (BW)**

Friday	January 1st	New Year's Day
Wednesday	January 6th	Holy Three Kings
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Thursday	May 26th	Corpus Christi
Monday	October 3rd	German Unity Day
Tuesday	November 1st	All Saints' Day
Monday	December 26th	St. Stephen's Day

Berlin (BE)

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day

Monday	May 16th	Whit Monday
Monday	October 3rd	German Unity Day
Monday	December 26th	St. Stephen's Day

Hamburg (HH)

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Monday	October 3rd	German Unity Day
Monday	December 26th	St. Stephen's Day

Hesse

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Thursday	June 26th	Corpus Christi
Monday	October 3rd	German Unity Day
Monday	December 26th	St. Stephen's Day

Lower Saxony (NI)

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Monday	October 3rd	German Unity Day
Monday	December 26th	St. Stephen's Day

North Rhine-Westphalia (NW)

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Thursday	May 26th	Corpus Christi
Monday	October 3rd	German Unity Day
Tuesday	November 1st	All Saints' Day
Monday	December 26th	St. Stephen's Day

2016 JAPAN HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
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Monday	January 11th	Coming of Age Day
Thursday	February 11th	National Foundation Day
Monday	March 21st	Vernal Equinox Day
Friday	April 29th	Showa Day
Tuesday	May 3rd	Constitution Memorial Day
Wednesday	May 4th	Greenery Day
Thursday	May 5th	Children's Day
Monday	July 18th	Marine Day
Thursday	August 11th	Mountain Day
Monday	September 19th	Respect for the Aged Day
Thursday	September 22nd	Autumnal Equinox Day
Monday	October 10th	Health & Sports Day
Thursday	November 3rd	Culture Day
Wednesday	November 23rd	Labor Thanksgiving Day
Friday	December 23rd	The Emperor's Birthday

2016 NETHERLANDS HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Monday	March 28th	Easter Monday
Wednesday	April 27th	Kings Day
Thursday	May 5th	Ascension Day
Monday	May 16th	Whit Monday
Monday	December 26th	St. Stephens Day

2016 UNITED KINGDOM HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Friday	March 25th	Good Friday
Monday	March 28th	Easter Monday
Monday	May 2nd	Early May Bank Holiday
Monday	May 30th	Spring Bank Holiday
Monday	August 29th	Summer Bank Holiday
Monday	December 26th	Boxing Day
Tuesday	December 27th	Christmas Day (Substitute Day)

2016 UNITED STATES HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Monday	January 18th	Martin Luther King Jr. Day
Monday	February 15th	President's Day
Monday	May 30th	Memorial Day
Monday	July 4th	Independence Day
Monday	September 5th	Labor Day
Thursday	November 24th	Thanksgiving Day
Friday	November 25th	Day After Thanksgiving
Friday	December 23rd	Christmas Eve Day (Observed)

Monday	December 26th	Christmas Day (Observed)
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2016 RUSSIA HOLIDAY SCHEDULE

Friday	January 1st	New Year's Day
Monday	January 4th	New Year's Holiday
Tuesday	January 5th	New Year's Holiday
Wednesday	January 6th	New Year's Holiday
Thursday	January 7th	Orthodox Christmas Day
Friday	January 8th	New Year's Holiday
Monday	February 22nd	Defender of the Fatherland Day
Tuesday	February 23rd	Defender of the Fatherland Day
Monday	March 7th	International Women's Day
Tuesday	March 8th	International Women's Day
Monday	May 2nd	Spring and Labour Day
Tuesday	May 3rd	Spring and Labour Day
Monday	May 9th	Victory Day
Monday	June 13th	Day of Russia (Observed)
Friday	November 4th	Unity Day

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