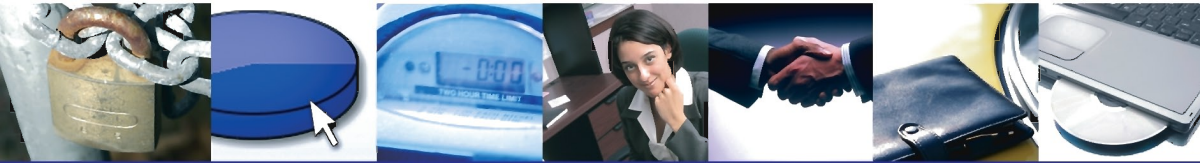


# Paragon Support Policy

## Paragon Technical Support:

**Minimizes efforts, saves your time  
and resources!**



# Paragon Technical Support Mission Statement

Paragon Technical Support commits to providing the highest level professional support for our customers and ensuring our customers' success with Paragon Software Solutions and technologies.

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

We strive to provide timely, accurate, and through time-to-value resolutions to our customers and help them along the way.

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

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 our partners on the way to the improvement of our services and products.



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# Introduction

## Purpose of this document

This policy establishes and defines the technical support model of Paragon Software Group support services and provides you with the information on how to access Paragon Technical Support resources.

## Disclaimer

This document is a guide edited for your convenience, and nothing in this document conveys a contractual right to you, or commitment from Paragon Software Group. Paragon Software Group reserves the right to make any changes or amendments to this document as well as support policies referenced here at its discretion.

## Support Programs Overview

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

	Complimentary	Silver	Gold	Platinum	Per Incident
<b>Hours of Operation, CET</b>	10 x 5	10 x 5	14x5	24 x 7	14 x 5
<b>First Reaction time</b>	3 business day	8 business hours	4 business hours	4 business hours	2 hours
<b>Agreement term</b>	Valid for 30 (60) <sup>1</sup> days after purchase of the product	1 Year	1 year	1 year	Purchased incident is valid during 1 Year
<b>Editions supported</b>	All products	All products	All products	Server and Pro and Volume licenses	Server, Pro and Volume licenses
<b>Access channels</b>	Web/E-mail	Web/E-mail	Web/E-mail/Telephone	Web/E-mail/Telephone	Web/E-mail/Telephone
<b>Electronic Incident Logging</b>	√	√	√	√	√
<b>Access to documentation</b>	√	√	√	√	√
<b>Access to additional tools</b>	n/a	√	√	√	√
<b>Access to technical resources</b>	n/a	√	√	√	√
<b>Number of support requests</b>	Unlimited	Unlimited	Unlimited	Unlimited	Upon issue resolution
<b>Dedicated support engineers</b>	N/A	2	2	4	N/A
<b>Support program cost</b>	Included into product price and Maintenance	99,95	199,95	Call us	99,95

<sup>1</sup>30 days for Personal Editions and 60 for Professional and Server Editions.  
All the products, which are not classified by editions, have 30 days complimentary support.



# Support Services

## Complimentary support

Complimentary support offers you installation assistance and free support for 30 (personal editions) or 60 (professional and server editions) consecutive calendar days via web site – starting from your product date of purchase.

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 out information related to the problem you have met, requests for assistance may be placed via Support Request Form from our Web site.

You can send technical support request within 30 (personal editions) or 60 (professional and server editions) consecutive calendar days via web site – starting from your product date of purchase. Please, sing in to your account and formulate your problem in very detailed form and follow instructions described in Support Request form.

**First reaction time** - the guaranteed reply time for your request is 3 business days. Within this term you will be contacted by our support engineer with reply or with request to clarify some details.

Complimentary support covers all possible support issues which you may have. However customers with a support contracts (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 at your home computer or small/home office. You will probably need our assistance in the process of software installation or initial examination with its functionality. There is sometimes some malfunctioning or incompatibility with your hardware possibilities and we will surely try to help you or mutually find some way to solve the problem.



# Support Services

## Silver support

Paragon Silver Support Service minimizes efforts, saves your time and resources plus increases efficiency at the same time. Dedicated support engineers bring professional support, knowledge and expertise to your organization for business critical or highly customized environments. Silver Support Service ensures that your products run reliable and includes guidance, training, problem solution and customization up to one year for one price.

You can get personal Account Manager within Paragon Support team right on acquiring Silver Support Service. A dedicated support engineer will be responsible for direct assistance and guidance through all support related issues via Paragon website. Account Manager will keep track on your enquiry progress engaging all appropriate specialists and making sure that your requirements are being met timely.

**First reaction time** - the guaranteed reply time for Silver support request is 8 business hours.

**Extended hours of operation** - Our Support engineers are available for you from 8.00 to 18.00 CET from Monday till Friday.

### Unlimited number of support requests within one year

Test engineers and developers requiring the ability to contact our Support team by phone should consider the Paragon Gold Support Service.

In addition to free access to KB, Documentation and Community forum you also receive the access to technical resources and additional tools which provide you following advantages:

1. Additional possibilities and expanded functionality;
2. Your system optimization;
3. System security improvement;
4. Other useful tools for regular system operations.

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

This program offers preventative and instructive guidance on a variety of issues - from answers to your basic "how-to" questions to enquiries regarding functionality of our products in either common or rare cases. Consulting service covers the most common objectives you need to accomplish as well as rare and even unique cases.



Silver Support is the most optimal program for active users of our software. This program is generally recommended to our customers who use professional or server editions of our software. However, any user who wants to be sure in fast reaction and direct contact with our support team after term of Complimentary Support termination can consider Silver Support program as an option.



# Support Services

## Gold support

Paragon Gold Support provides the next level of a technical assistance as the Silver Support. A dedicated support engineer will be responsible for direct assistance and guidance through all support related issues. Account Manager will keep track on your enquiry progress engaging all appropriate specialists and making sure that your requirements are being met timely. Gold support offers:

**Direct telephone/web site access to our support engineers.**

**First reaction time** - the guaranteed reply time for Gold support request is 4 business hours.

**Extended hours of operation** - Our Support engineers are available for you from 8.00 to 22.00 CET from Monday till Friday.

**Unlimited number of support requests within one year**

In addition to free access to KB, Documentation and Community forum you also receive the access to technical resources and additional tools which provide you following advantages:

1. Additional possibilities and expanded functionality;
2. Your system optimization;
3. System security improvement;
4. Other useful tools for regular system operations.

In order to assure and provide most 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 requires a deeper analysis and consideration from our side. A longer time period would be applied to discover all the opportunities, to troubleshoot software and hardware compatibility and finally, to create the best solution for you.

Gold support includes consulting service. Consulting service covers the most common objectives you need to accomplish as well as rare and even unique cases.

Gold Support program should be considered by corporate users who values maximum efficiency of technical support as a first priority in their everyday business. And we provide this efficiency for you in our Gold Support program.



# Support Services

## Platinum Support

Paragon Platinum Support is the ultimate Technical Support service level. It is designed for the needs of the large-enterprise customers, specialists maintaining large systems or OEMs and all enterprise oriented developers, 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 customer's technical issue is critical to our mutual success. 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 Platinum 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, web site and e-mail 24 hours a day, 7 days a week.**

Paragon engineers will meet any/all your requirements providing on stand-by respond to any technical issues on that date. 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 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.

For more information on Paragon Platinum Support please, contact us at [sales@paragon.ag](mailto:sales@paragon.ag).



# Support Services

## Per Incident Support

Support can also be purchased on a per-incident basis. Per Incident Support offers some of the same benefits as Silver Support for a single support issue. Incident Support Program provides incident-based web support and recommendations for the Server and Professional Editions of our products. However, users of Personal Editions can also buy Per Incident Support if they need our emergency assistance. It is designed to meet the ad-hoc and occasional support needs.

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

You can use your Per Incident Support service within one year from the date of purchasing. A Per Incident Support 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 separate Per Incident Support. You can use your Per Incident Support 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 the latest build of the product for which the issue pertains. 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.

Per Incident Support program also provides you with access to the technical resources and additional tools which provided for Silver and Gold Support users.

**First reaction time** - the guaranteed reply time for Per Incident Support request is 2 business hours

**Extended hours of operation** - Our Support engineers are available for you from 8.00 to 22.00 CET from Monday till Friday.

**You can use your Per Incident Support service within one year from the date of purchasing.**

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

We provide you extended support engineer's availability to help you in critical situations which may arise while installation or exploitation 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 be sure that you will always get our urgent assistance in case of 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 Web site.

## Contacting Paragon Support by phone \*

Our support engineers or help-desk operator will apparently 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 problem and quickly log your request.

### Contact Information:

Name, Company name, Customer ID, Ticket ID (if you already sent your request before)  
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 type and operating system.

### Paragon Products:

Product name and version

Build number

System configuration

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

Either you contacting us by phone or sending Support Request Form your Support Request will be input to the Web based Paragon Support Request System. You will be notified by e-mail on your Support Request ticket creation with the Web link to your particular request page. You will be able to follow up your request there.

\* For Gold, Platinum 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 file a Support request on our Web site. To make an online support request, go to the Support Section of Paragon Web site and click on Paragon Customer Request Form.

Once you get there, use the information you 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 version, 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 at your opinion relates to the issue (screenshots, error messages and etc.).

You will be probably asked some leading question by our support engineers as our software works in different environments and operational systems and various critical situations may arise which we have never met before.

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



## Support Requests' Ticketing

After you submitted your 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 Web site.

You will receive an e-mail with Ticket ID assigned to your request and the link to your support request in 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 Web site. Once you log into the Request Support area, you will see a link that will show you a table of your recent Support Requests.

In 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 your Support Request will be automatically closed in SRS.



## Escalation Procedures

Escalation Procedures raise the importance of a problem, depending on the age and urgency of the request. In general, if a customer is not satisfied with how the technical issue is being handled, they can request the issue be escalated. To escalate an issue, a customer can either update their case via the website requesting an escalation or contact us via phone and request to speak with a Support Supervisor.

The Support Supervisor will investigate the issue and bring in any additional resources necessary to resolve the escalation.

Escalation resources can consist of the support, QA, development, professional services, sale and marketing teams.

You will be notified by e-mail that your support request was forwarded to other department within Paragon Software Group and can monitor the process 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 reactivate your ticket by pressing "Reopen" button. Please be sure before reopen particular Support Request Ticket that your comment is not a new support issue.

## 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 6.0 of a given product 18 months after version 7.0 becomes available.

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