

Guide To TDi Technologies Technical Support

The TDi Technologies Support department (TDi Support) is dedicated to providing you with responsive, high-quality assistance to help you install ConsoleWorks products smoothly and keep them running effectively. Please continue reading for instructions on how to obtain technical support and for descriptions of the support features, processes, and procedures in place to help you get the most out of working with ConsoleWorks.

Scope of Support

TDi Support assists our customers to resolve specific issues resulting from the use of TDi Technologies products on supported platforms. TDi Support and its customers are partners in the solution of an issue. Customers are expected to fulfill reasonable troubleshooting tasks as recommended by TDi Support staff. Issues arising from a need for training, implementation services, and customization may be referred to our Professional Services group to contract for the services appropriate to the need.

Technical support for the current software version of supported products is available to customers with a current Maintenance & Support (M&S) agreement. Current software versions are listed on the TDi Technologies Support website (<http://support.tditechnologies.com/>).

Technical support is provided utilizing a variety of contact methods, including [email](mailto:support@tditechnologies.com) (support@tditechnologies.com), telephone (800-695-1258), and online support requests via the TDi Technologies Support [website](#), during scheduled support hours. TDi Support may request that a customer upgrade to the current software version to resolve a known problem or technical issue. Providing technical support does not imply that TDi Technologies will fix software defects or make changes to the software.

The following items are not generally supported:

- Operating systems and third party applications
- Alterations or revisions to the ConsoleWorks software made by the customer
- Continued support on issues for which TDi Support has provided corrections not implemented by the customer or where data requested has not been provided by the customer
- Alpha versions of ConsoleWorks
- TDi Technologies Community Source software products and tools

TDi Support Levels and Service Windows

Level	Description	Comment
Platinum	24 hours per day; 365 days per year	Includes TDi Holidays
Gold	7am to 7pm Central Time US; 365 days per year	Includes TDi Holidays
Silver	8am to 5pm Central Time US; Monday to Friday	Does not include TDi Holidays

Support Levels During Product Release Lifecycle Phases

Phase	Support
Field Test	Support at the Silver Support level, regardless of the customer's current M&S agreement.
Current (General Availability/GA/new product version release)	Support at the customer's current M&S agreement level. Maintenance offerings may consist of maintenance releases, service packs, and/or hot fixes*. Support services include, but are not limited to, support via email, Knowledge Base or other online resources, or telephone during hours covered by the customer's current M&S agreement.
Trial/Eval	Support at the Silver Support level, regardless of the customer's current M&S agreement.
Limited Support	For some additional time, usually one year after the next software version's release date, TDi Support offers limited support on the previous version by answering usage questions only. Providing this support does not contract, mean, or imply that TDi Technologies will fix software defects or make changes to the software. After a new software version is released, TDi Technologies no longer actively develops new hot fixes or service packs* for previous versions. TDi Support may request that the customer upgrade to a current version, assuming an M&S agreement is currently in effect. Applies to previous Major* product version.
Sunset Period (Application Retirement)	Following the end of a software version's Limited Support phase, TDi Technologies no longer provides support for that software version (see "Support Withdrawn Date" in the Knowledge Base article: Current Versions). TDi Technologies retains sole discretion to make Knowledge Base articles available for a version in its Sunset Period (or later) phase. Applies to previous Major** product version.
Ended (End-of-Life/EOL)	No support. Customers with a current M&S agreement are strongly urged to upgrade to the Current phase of software. Contact TDi Support to determine the best upgrade process for your circumstances. Note: Field-Test -phase software changes to Ended -phase software when the Current software is officially released.

*Service packs, updates, and hot fixes are those that have after-the-dash version digit changes, e.g., 4.6-0u3 to 4.6-1u4; service packs, updates and hot fixes are not available for all product lines.

**Major product versions are those that have either the 1st or 2nd version-digit changes, e.g., 4.5 to 4.6 or 4.6 to 5.0

Contacting TDi Support

Online Support Resources – Available to all customers via the TDi Technologies Support [website](#). This site delivers around-the-clock access to online Knowledge Base articles, technical documentation, and other problem-solving resources. These resources provide the quickest solution to the most common technical support issues.

Note: Customers with a current M&S agreement may obtain further assistance by contacting TDi Support via the [“Report a Problem” web page](#), or by email, telephone, or fax (+1-972-424-9181).

Email Support—Available to all customers with a current M&S agreement or during a software version’s **Field Test** or **Trial/Eval** phase.

**** Platinum Support customers: If your Support request is an Urgent-Priority issue and is outside of office hours [Monday to Friday, 8am to 5pm CT (US)], please call +1-800-695-1258 and leave a message for TDi Support. We will contact you within 2 hours of receiving your message. Otherwise, we treat your Support email request as a Normal-Priority issue, and contact you on the next business day.****

Telephone Support – Available to customers with a current M&S agreement or during a software version’s **Field Test** or **Trial/Eval** phase. For technical support, call TDi Technologies at +1-800-695-1258 or +1-972-881-1553.

To receive technical support by phone, you must either:

- Have a current M&S agreement and are contacting TDi Technologies within the parameters of that agreement.
- Have registered your trial product and currently be in your evaluation period.
[Support available during Monday to Friday, 8am to 5pm CT (US)]

To ensure that we can address your issue quickly and effectively, make sure to:

- Have the product on screen and, if possible, displaying the issue the call is about.
- Have a copy of the product documentation at hand.
- Have your support service case number if you are calling about an existing issue.

Fax Support – Available to all customers with a current M&S agreement or during a software version’s **Field Test** or **Trial/Eval** phase.

How Issues are Tracked and Logged

For each specific support request, TDi Technologies Support creates and assigns a case number. If you call or email with several issues, we may create different case numbers to track each issue. Be sure to make a note of the case number, and provide it on any subsequent contacts regarding the issue.

Required Information for Logging a Support Issue

When submitting a Support request, please provide the following information:

- Company name
- Contact’s name, phone number (including extension), and email address
- Brief description of the problem (in the email subject line)
- If this is a continuation of an existing request, please reply to an existing email with the Case Number and Reference number in the email subject line, if possible
- Level of Priority (see below for definitions)
- TDi Technologies product name, product version number, and details of any service packs applied

TDi Technologies reserves the right to alter its Maintenance & Support Levels and definitions without prior notice

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- Platform where TDi Technologies product is installed
- For ConsoleWorks issues, provide a copy of an SPR from >HELP >SPR, if possible
- Operating system version number and applied service packs
- Name, version, and service pack of any affected third-party applications
- Detailed description of the problem, including any steps required to reproduce the problem

Note: In any subsequent communication with TDi Support about an active case, please include the case number. Please include it in the web form, your voice mail message, and have it ready to provide to the support engineer.

Priority Levels

The table below outlines the Support Request Priority Levels, the recommended method of contact for each level, and the associated targeted response time. These are targeted support request response times—not resolution times—and apply only to support requests submitted during M&S-specified support hours.

Customers with a Platinum Level Support Plan may report Priority 1 (*Invocation down*) and Priority 2 (*Invocation running but degraded*) issues outside of normal business hours. For Priority 1 and Priority 2 issues, you should call TDi Support. For issues submitted to TDi Support via the website’s “Report a Problem”, we will respond either by email or phone within the response times designated for Priority 3 or Priority 4 issues.

The following table shows Priority Levels for ConsoleWorks

Priority Level	Description	Contact Method	Response Times
1: Invocation down	System is inoperable; not functioning. Data lost.	Telephone	Immediate to 1 hour
2: Invocation running but degraded	System is very difficult to work with. Might impact business productivity.	Telephone	Immediate to 2 hours
3: Invocation has issues but not critical	Problem impact is low to high. System is usable. Work-around solution would be acceptable.	Telephone, Email	Immediate to 4 hours
4: How do I do this?	Unsure how to accomplish a task.	Knowledge Base, Web (Report a Problem), Email	Immediate to 24 hours
5: Feature or function request	Would like to see my idea added as a feature to an upcoming release.	Web (Report a Problem), Email	Immediate to 24 hours

Escalation Procedures

The TDi Technologies Escalation Procedures raise the visibility and importance of your problem within TDi Technologies. TDi Technologies may, at its discretion, pass any case into the escalation process. In general, if you are not satisfied with a response from TDi Support, you may request that the issue be escalated to the Lead Technical Support Engineer or Support Manager for your product, or your Sales Manager.

Product Version Upgrades

Upgrades are available to customers with a current M&S agreement.

Upgrades are announced by TDi Technologies via Newsletter. Service packs and Updates may be found by checking the TDi Technologies Support website, or found in ConsoleWorks by running the Version Check, located on the main menu under HELP (>HELP >Version Check).

Fixes and patches may be made available through the following methods:

- Email from a support engineer
- FTP site (client-assigned, password protected)
- CD (upon request)
- Temporary web link

Maintenance & Support Renewals

TDi Technologies is dedicated to providing responsive, high-quality assistance with your M&S agreement renewals and related inquiries. Timely renewal ensures continued access to technical support and product updates.

General Questions and Answers:

How do I reach TDi Technologies for assistance regarding my M&S agreement renewal or related issues?

- Email TDi Technologies at Sales@TDiTechnologies.com. Please include your contact information as well as the specific products in question.

How will I know if my organization's M&S agreement is near expiration?

- The Customer Care Team will provide notification and a quote to your organization approximately 60 to 90 days prior to expiration of your current M&S term ("Expiration Date"). This notification will include your renewal charges for the forthcoming year.

If I have purchased multiple TDi Technologies products with varying M&S term dates, is it possible to align the Expiration Dates?

- Yes. TDi Technologies offers you the option of co-terminating the Expiration Dates for all licenses owned by your organization. Email your request to Sales@TDiTechnologies.com or contact your Customer Sales Representative.

After I receive my renewal quote for M&S renewal, what's next?

Based on the quote sent by the Customer Care Representative, your organization must, prior to the M&S Expiration Date, submit a valid Purchase Order or other written notification accepting the quote. TDi Technologies will then issue an invoice. Payment is due within 30 days after the invoice date.

Can I purchase new licenses if we currently own identical licenses with expired M&S?

M&S must be brought *current* on the Expired Licenses prior to purchasing additional licenses for the same TDi Technologies software. Reinstatement fees may apply.

Maintenance & Support Cancellation, Expiration, Termination

You may cancel your M&S agreement at any time. If M&S is cancelled prior to the Expiration Date, the licenses remain covered until the Expiration Date. Upon the later of Cancellation Date or Expiration Date, the M&S agreement will be cancelled and subject to the reinstatement policy. TDi Technologies will honor your current M&S agreement term that has been paid in full. Cancellations will not result in a refund.

Expiration

If no payment or purchase order is received by the Expiration Date, access to authenticated online support areas will automatically expire and cannot be reinstated until a renewal order has been completed.

If no payment or purchase order is received within 30 days following the Expiration Date, TDi Technologies will send a formal notification of expired renewal and impending termination.

Termination

If no payment or purchase order is received within 60 days of Expiration Date, TDi Technologies will automatically terminate the M&S agreement and your organization will be subject to the reinstatement policy.

Maintenance & Support Reinstatement Policy

Your organization may reinstate a TDi Technologies M&S agreement. The TDi Customer Care Team will calculate a reinstatement fee based on covered licenses. Your organization may be required to agree to and pay for a multiple-year M&S agreement term.