



DataDirect XQuery[®]

**Working with
Technical Support**

A Working with XQuery SupportLink

DataDirect Technologies offers the most comprehensive worldwide technical support in the industry. We call it SupportLink. No one can match our level of expertise in data connectivity middleware. It's one of the main reasons people choose DataDirect products.

Should you ever need help getting the most out of our drivers, our support team is available with a live voice on the phone ready to answer questions about all of our products. Rest assured, we'll be here if you need us!

You can choose between toll-free, unlimited phone support, e-mail and web self-service case reporting. Our SupportLink staff knows DataDirect XQuery™ 3.0 inside and out.

DataDirect Technologies' Technical Support team is a proud member of the Technical Support Alliance Network – TSANet. With Over 120 software companies worldwide belonging to the TSANet community it allow us to improve resolution times for issues which involve multiple vendors and utilize collaborative tools and established lines of communication.

SupportLink provides a number of ways for you to obtain assistance for our products. All product support inquiries are handled by the same support group, regardless if you are a trial or a licensed customer.

The following are available support options to obtain assistance for our products:

How to Access	How it Works	This Option is Best for:
<p>Email Support</p> <p>USA, Canada and Mexico: supportlink@datadirect.com</p> <p>Europe, Middle East and Africa: int.supportlink @ datadirect.com</p> <p>Japan: supportlink@datadirect.co.jp</p>	<p>E-mail is available for receipt 24 hours a day, 7 days a week - Monday through Friday. E-mail goes to the support queue, which is continuously monitored by a staff of cross functional technical experts. It is logged in the support database and assigned a case number for tracking purposes. A response E-mail is sent that contains case number for your tracking purposes</p>	<p>This type of support is excellent for low to medium priority requests. It is a proven method for providing further information on critical problems that may have been phoned in. E-mail is a convenient way of sending us a list of lower priority items you have collected at a time that is convenient for you.</p>
<p>Internet Support</p> <p>http://www.datadirect.com</p>	<p>Simply visit our website. SupportLink online has a whole section about Troubleshooting. In this section you can find help via knowledgebase, FAQ's, helpful documentation, and through our Report a Case system. Support is offered to our trial and licensed customers.</p>	<p>This option provides immediate access to documentation, updated client-side Drivers, and our product Knowledge Base. The Knowledge Base is a collection of questions answered by support, configuration advice, and resolutions to all reported problems. Use this option to answer your own questions or to get a better understanding of what customers ask on an ongoing basis.</p>

How to Access	How it Works	This Option is Best for:
<p>Support Manager</p> <p>US: Carol Esau 1-919-461-4309 Sue Purkis (919) 461-4411 John Hight (919) 461-4211</p> <p>Europe: Ellen Batens +32 15 30 7761</p>	<p>Your support manager will assist in any issues in regards to your experience with technical support including problem escalation.</p>	<p>Contact your support manager for technical emergencies and when any additional assistance is needed.</p>
<p>Manager</p> <p>U.S.: 800-876-3101, option #4</p> <p>Europe: Toll-free: 0800 169 1907 Tel: +44 (0) 1753-218 930</p> <p>Japan.: +81 3 5367 8280 Toll-free: 0120.20.9613</p> <p>For all other countries, please contact the distributor for your area.</p>	<p>Your Sales Representative is your account manager. This person is ultimately responsible for your complete satisfaction.</p>	<p>Contact your Sales Representative for pricing information, contract details, password renewal or if you feel your needs are not being met.</p>

How to Access	How it Works	This Option is Best for:
Telephone Support		
<p>UNITED STATES: 888-DDANSWR (888-332-6797)</p> <p>CANADA: (919) 461-4567 (English) (919) 461-4512 (French)</p> <p>U.K.: 0800 169 19 06</p> <p>BELGIUM: 0800 12 049 (Dutch) 0800 12 047 (French) +1 9194614512 (German)</p> <p>FRANCE: 0800 911 453</p> <p>GERMANY: 0800 181 78 94</p> <p>NETHERLANDS: 0800 022 0503</p> <p>JAPAN: 0120.20.9613</p> <p>LATIN AMERICA, AUSTRALIA, ASIA/PACIFIC (except Japan): +1 919-461-4567</p> <p>OTHER EMEA COUNTRIES: International English +1 9194614511 International French +1 9194614513 International German +1 9194614512</p>	<p>Standard hours of operation are Monday through Friday:</p> <p>NORTH AMERICA: 9:00am ET to 8:00pm ET</p> <p>EMEA: 8:00am CET to 6:00pm CET</p> <p>Emergency calls outside of these hours will be routed to a 7x24 mobile phone.</p> <p>During normal working hours you will be transferred to someone who can usually answer your question on the first call. You may be required to page a support person via our phone mail system after hours.</p> <p>If you are outside the United States and purchased from a distributor, contact the distributor both to purchase a SupportLink contract and to receive support.</p>	<p>This type of support is best for high priority requests and initial installation questions.</p> <p>Use this option for any obvious system errors or anytime you need the most rapid reply to your question.</p>

XQuery Technical Support with SupportLink

24 x 7 access to technical experts.

Dedicated Support Team:

- 50 combined years of experience with DataDirect.
- Experts in Flat-Files, EDIFACT, IATA, x12, and EANCOM.

Worldwide Support Centers

Sugar Land, TX:

- Supports DataDirect Shadow RTE.

Tokyo, Japan

Morrisville, NC:

- Coverage from 8am ET to 8 pm ET.
- Supports our Connect product family, OpenAccess, XQuery, XML Converters and SequeLink.

Duffel, Belgium

- Coverage from 8am CET to 6 pm CET (2 am to 11 am Eastern).
- Supports our Connect product family, OpenAccess, XQuery, XML Converters and SequeLink.
- Multi-lingual resources.
- Can jump-start DataDirect Shadow RTE troubleshooting before NA office opens.

NOTE: The support centre in Duffel offers full support to all EMEA customers just like the Morrisville support centre offers full support for all NA customers.

Reporting an Issue:

Phone

- | | |
|---|---|
| ■ UNITED STATES:
888-DDANSWR (888-332-6797) | ■ GERMANY:
0800 181 78 94 |
| ■ U.K.:
0800 169 19 06 | ■ NETHERLANDS:
0800 022 0503 |
| ■ CANADA:
(919) 461-4567 (English)
(919) 461-4512 (French) | ■ JAPAN:
0120.20.9613 |
| ■ BELGIUM:
0800 12 049 (Dutch)
0800 12 047 (French)
+1 9194614512 (German) | ■ LATIN AMERICA, AUSTRALIA,
ASIA/PACIFIC (except Japan)
+1 919-461-4567 |
| ■ FRANCE:
0800 911 453 | ■ OTHER EMEA COUNTRIES:
International English +19194614511
International French +1 9194614513
International German +1 9194614512 |

Web

www.datadirect.com

Email

- | | |
|--|--|
| ■ USA, Canada, Mexico:
supportlink@datadirect.com | ■ Europe, Middle East, Africa:
int.supportlink@datadirect.com |
| ■ Japan:
supportlink@datadirect.co.jp | |

Information needed when initiating a case

- Company name and contact information.
- Serial number.
- Environment (operating system and release levels, any maintenance applied, hardware platform).
- Problem description.
- Error messages.
- Any traces or logging captured.
- Standalone reproducible application.
- Urgency of issue.

Severity Levels

- Severity 1: A problem that brings down the product or causes data integrity errors.
- Severity 2: A problem that prevents a particular function/feature from working properly.
- Severity 3: Minor failure with or without a workaround, cosmetic flaw, or a minor irritation.
- Enhancement: Request for a feature that the product neither currently supports or is intended to support.

Online Resources

- Online case reporting and status updates.
- E-mail case reporting.
- Same business day response to electronic requests.
- Comprehensive Knowledgebase:
 - Hundreds of documents available to search for your issue and a potential resolution.
- Product Updates.
- Extensive Product Documentation, Technical Briefs and White Papers.

Support Timeframes

- We support current release of software and one back.
- All fixes are included in the next release of software.
- Problem turnaround times vary based on several factors but are provided to our customer when issue is reproduced and defect is filed.
- Our goal for supporting new releases of platforms and databases is 90 days or less from vendor general availability release date for compatibility testing and 6 months or next release for exploitation.

