

Technical Support Handbook

Rocket is committed to providing you with a superior technical support experience. We strive for a predictable process that provides you, our customers, with answers to your questions and rapid relief to high impact problems.

The purpose of this document is to help you understand how to ask for help and explain what you can expect when contacting the Rocket Technical Support team.

The centerpiece of Rocket Technical Support is the Rocket Customer Portal. The Rocket Customer Portal is a secure, easy-to-use web portal that provides a place for you to obtain products, maintenance, documentation and technical support.

The Rocket Customer Portal is your direct link to Rocket's global team of technical support engineers and software developers.

Customer Portal Registration

- Each entitled customer is provided with at least one Rocket Customer Portal account.
- The login page for the Rocket Customer Portal is located at:
<http://www.rocketsoftware.com/support>
- If you do not have an account, you may request one by clicking the **Need an Account?** link on the Rocket Customer Portal login page.

Obtaining the Product, Documentation and Maintenance

You can obtain the product, documentation and all available product maintenance by logging into the Rocket Customer Portal and clicking the **My Downloads** tab.

Before Contacting Rocket Software Support

In order to understand and resolve your Case quickly, it is important that you gather information about the problem you are experiencing before contacting customer support. Prepare the following information before contacting customer support:

Description of the Issue and your Environment

Prepare a detailed description of the issue that you are experiencing and specifics of your environment or system configuration. Be as specific as possible in explaining the problem or question. This helps our technical support engineers and developers provide you with the correct solution in a timely fashion.

Background Information

Be prepared to answer the following questions:

- What levels/versions of software were you running when the problem occurred? Please include all relevant information such as the operating system and related products.
- Has the problem happened before or is this an isolated incident?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system?
- Were any messages or other diagnostic information produced? If yes, what were they?

Diagnostic Information

Attach any relevant dumps, traces or error logs to the Rocket Customer Portal Case for review by an engineer. This helps our engineers resolve your problem. Gathering this information is often the most critical step in resolving your software problem. If you are unsure about what documentation is required, you can contact us for assistance in gathering the necessary diagnostic information.

Business Impact - Severity and Priority

You need to assign a Severity and Priority level to a Case when you report it. Descriptions of Case Severity and Priority levels are provided below:

Severity

The Severity level is determined by how severely your computing system is affected by the software problem. The Severity level dictates the initial response time and follow-up notification times that you receive from Rocket's Technical Support Team. Initial response times are provided in the table located in the **Response Goals** section of this Handbook, and follow-up times are provided in the Severity level definitions.

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 may 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

Significant business impact: The program is usable but severely limited. Severity 2 requires that bugs are resolved within 14 calendar days. You receive a follow-up about a Severity 2 Case from Rocket Technical Support within 5 days.

Severity 3

Some 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

Minimal business impact: The problem causes little impact on your operations or a reasonable work-around for the problem has been implemented.

Priority

The Priority level is determined by how severely your business operations are affected by the software problem. The Priority level does not dictate the initial response time or follow-up notification times that you receive from Rocket's Technical Support Team.

Priority 1

You are unable to use a program. This results in a critical impact on your computing operations. The problem requires an immediate solution that is not already available.

Priority 2

You can use the program, but it is severely restricted.

Priority 3

You can use the program although a minor functionality is not working. This functionality is not critical to the overall operation of the program.

Priority 4

You found a way to circumvent the problem but a fix is still required for the program to operate properly.

Contacting Rocket Support**Rocket Customer Portal**

To access the Rocket Customer Portal:

1. Login at the following URL:
<http://www.rocketsoftware.com/support>
2. Click the **Cases** tab and then select **Create Case**.
3. Fill in the fields describing the problem and set the Severity and Priority level.
4. Submit the issue by clicking the **Create** button.

Email Support

You can obtain product support by sending an email to support@rocketsoftware.com.

Phone Support

Rocket provides a phone number (+1.617.614.4323) that you can call to request assistance.

Emergency Response (available 24x7)

If you experience an emergency or critical situation and are entitled to emergency or 24x7 technical support, call Rocket's Emergency Response phone number. An emergency is a Severity-1/Priority-1 situation, where production systems are impacted.

You can call +1.617.614.4444 anytime of the day or night. You are connected to a live operator where you provide your contact information and the details of your problem. The operator then contacts the appropriate on-call engineer to return your call within one hour to begin assisting you.

Response Goals

When you report a problem, Rocket's goal is to respond within two business hours. When you report a Critical problem using Rocket's Emergency Response system (by calling +1.617.614.4444), Rocket's goal is to respond within one hour.

Table 1: Initial Response time for Severity level

Severity	Impact	Response Goal *
Severity 1	Critical business impact	Within one hour
Severity 2	Significant business impact	Within two business hours
Severity 3	Some business impact	Within two business hours
Severity 4	Minimal business impact	Within two business hours

* The actual response time is subject to a customer's Service Level Agreement (SLA).