



Liquidware Customer Support Policy

Version 2.3

Introduction

This guide has been authored by experts at Liquidware in order to provide information and guidance concerning Liquidware Customer Support Policy.

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Introduction to Liquidware Support

The Liquidware Support Team is dedicated to providing world-class enterprise level support. Excellence in customer support is about more than just providing technical answers. It is about building trusted relationships and ensuring your success. Our philosophy is simple; we consider ourselves “Customer Advocates”. Our Support Teams are staffed with professionals from various industries with comprehensive experience in IT Systems and Virtualization. We recognize how important our products are to your business environment and strive to help you maximize your investment in Liquidware solutions.

About this Guide

This document provides an overview of the services we provide to customers with the purchase of a Support contract. It is intended to provide an explanation of the elements of Liquidware Support, the benefits of each and how you can use them to maximize the value of your Support contract.

Support Hours of Operation

Support Region	Hours of Operation Local Time	Languages Supported
US	8 a.m. – 8 p.m. EST (GMT-5) Monday - Friday (excluding Liquidware recognized holidays)	English
ANZ	7 a.m. – 11 a.m. Brisbane (GMT+10) Tuesday- Friday (excluding Liquidware recognized holidays)	English
EMEA	1 p.m. – 1 a.m. UK (GMT) Monday - Friday (excluding Liquidware recognized holidays)	English

In addition, all regions can visit the [Liquidware Customer Support Portal](#) to access Support services.

Maintenance Services and Support Programs

Liquidware offers two Support Programs designed to meet your business needs and help you maximize your Liquidware investment. With all program levels, you will have access to trained Liquidware Support Engineers as well as access to our website.

5 x 12 Support

5x12 Support is available during our regular hours of operation as defined by the Support Region. Requests for assistance may be logged via telephone or email.

With the purchase of a Standard Support contract, customers receive the following elements of service:

- Unlimited access to Liquidware Support web site
- Downloads of the latest releases, patches, corrections, enhancements, and upgrades for Liquidware products as they are made generally available
- Access to the latest product
- Maintain case logging regarding operational/technical aspects of Liquidware software
- Access to Liquidware product documentation

7 x 24 x 365 Support

Customers who require Support outside our regular business hours can purchase 7x24 Support. This level provides 7x24 Severity Level 1 Support for select Liquidware products. 7x24 Support is designed for our customers using our software in mission critical and high availability environments.

Customers must have a valid and current Standard Support contract before upgrading to 7x24. In addition, customers are required to have Standard Support for same length and term as 7x24.

7x24 support is designed for customers with a **7x24 Support contract and a Severity Level 1 issue**. Please refer to the **Case Severity Levels and Response Times** section for definitions of Severity Level 1. In the case of a Severity Level 1 issue and you require after hours support, please call the support line 1-678-397-0450 (1-866-914-9665 toll free in USA and CA), Option 2.

The case will be routed to the engineer on-call who will respond.

24x7 Support is only available with certain Liquidware products. See the following table for products that are eligible for 24x7 Support or contact your Sales Representative for details.

Products Eligible for 7x24 Support
ProfileUnity™ FlexApp™
Stratusphere™ FIT
Stratusphere™ UX
Flex-IO™

Support Programs at a Glance

Support Program Components	5x12	7x24
New Releases	X	*
Maintenance Updates	X	*
Service Packs & Patches	X	*
Product Documentation	X	*
Case Logging - Telephone & Email	X	*
Unlimited access to Support Login	X	*
Product Downloads & Documentation	X	*
Product Information	X	*
Product Notifications	X	*
Knowledgebase	X	*
Case Management	X	*
Extended Hours (7x24)		X

Liquidware and Advanced Scripting & Experimental Product Support

Liquidware strives to provide our customers with access to the latest technologies for use in our products. Many of these often require a deep understanding and previous training in order to use them effectively. While Liquidware works to provide these avenues to our customer base, support for advanced scripting will be provided in the following formats:

- Liquidware will only support the primary function of the provided scripting technologies such as proper function for use within the product base.
- Liquidware only provides forum based support and “community effort” in relation to Advanced scripting.
- Liquidware offers no support, direct or implied, in relation to debugging and/or the generation of custom scripts.

Liquidware includes certain "experimental features" in some of our product releases. These features are there for you to test and experiment with. Liquidware does not expect these features to be used in a production environment. However, if you do encounter any issues with an "experimental feature," Liquidware is interested in any feedback you are willing to share. Please submit a support request through the normal access methods. Liquidware cannot, however, commit to troubleshoot, provide workarounds or provide fixes for these "experimental features".

Support Contacts

With a Liquidware Support Program, a primary contact for your organization has been noted. At the time of purchase, the primary contact designated on the order form is emailed a welcome letter that contains the company's contact support information.

Primary Contact

A primary contact has been identified on the Support Contract, and is responsible for:

- Managing all other contacts within your organization
- Supplying corporate information and product license information

Additional Contacts

In addition to the primary contact, additional support contacts for your company can be added. To find out who is designated as the primary contact and/or additional contacts for your organization, email: sales@liquidware.com

Liquidware Version Support Lifecycle Policy

The “**Version Support Lifecycle**” describes the phases during which Liquidware products are eligible for patches (fixes), support and downloads from the download form. It is our policy to provide support and fixes in current versions (Full Support) of our software to supported customers, and fixes to older versions are supplied at Liquidware’s discretion. Liquidware strives to put resources behind the most recent product releases in order to continually improve and enhance the value of our software.

We will attempt to answer questions about older versions (Limited Support) of our products provided resources are available; however, we encourage customers using discontinued versions to upgrade to the currently supported version of the software.

Liquidware will provide Full Support on versions of the product for two years following the General Availability of that product (as noted in the product’s release notes). Limited Support will be offered for one additional year (three years following the General Availability of that product), in order to allow customers to plan adequately for any upgrades. Following this point, the product will be deemed End of Life, and all product support will be discontinued.

Version Support Lifecycle Phases

Note: To find the specific phase that your current Liquidware Product version is in, select products release notes which are located under each Product heading on our support page.

<https://liquidwarelabs.zendesk.com/forums/21886158-Documentation>

Definitions -- Full Support

- Fully supported, generally available release/version
- Maintenance releases and/or hot fixes are periodically made available for this release.
- Release/version is available for download from download site.
- Most current released version of a product and one or more prior releases.
- Release/version is fully supported by both Support and Development.

Definitions -- Limited Support

- Support is available for this release/version, and we will use best efforts to provide known workarounds or fixes.
- No new code fixes will be generated except under extreme circumstances and at Liquidware’s discretion.
- Customers are encouraged to plan an upgrade to a release/version on “Full Support”.
- Release/version is available for download form.

Definitions - Discontinued

- Release/versions which are retired/discontinued
- No new patches or fixes will be created for this release.
- Not available for download from download site
- Support will be provided to assist with upgrading to a supported version.
- Support is not obligated to provide assistance for this version of the product.

Case Management Process

Liquidware Support assigns unique case numbers to all customer requests for assistance. These case numbers allow Support to prioritize and track all cases through resolution. All cases are assigned a severity level, and are placed in a queue to be processed by the next available Support Engineer. Liquidware Support Engineers take ownership of your case and see it through to successful resolution.

The Support Engineer will contact the customer, gather any additional information needed and will investigate to determine the proper course of action. This process may require the engineer to re-create the issue, work with our Software Development Team, and work with the customer on their configuration of the software, etc.

Case Logging

Prior to **Logging a Case** you may want to review these helpful tips:

- Check the online help included with your Liquidware Product.
- Check the Product Documentation included with your Liquidware Product.
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your Liquidware product and environment details such as OS, virtualization platform version, etc.

Case Management Procedure

1. Liquidware Support assigns unique case numbers to all customer requests for assistance. These case numbers allow Support to prioritize and track all cases through resolution, and allow the customer to get a status update of their case via the Support website.
2. All cases are assigned a severity level, and are placed in a queue to be processed by the next available Support Engineer. Liquidware Support Engineers take ownership of your case and see it through to successful resolution.
3. The Support Engineer will contact the customer and gather any additional information needed and will investigate to determine the proper course of action. This may require the engineer to re-create the issue, work with our Liquidware Software Development Team, and work with the customer on their configuration of the software, etc.
4. If the Support Engineer determines that the issue requires a fix to the software, the engineer will notify the appropriate Product Management Team. When a fix is made available, the Support Engineer will notify the customer of its availability.

Contact Liquidware Support to Log a Case

You can log your case by contacting supporting using the following methods:

1. Log into the [Liquidware Customer Support Portal](#)
2. Phone support
 - a. Toll Free in USA and Canada: 1-866-914-9665
 - b. International: +1-678-397-0460

Case Severity Levels and Response Times

All cases logged with Liquidware Support are assigned a Severity Level from one to four based on the impact on your business. The customer determines the initial severity level when placing a request for assistance. Severity Levels may be changed after initial contact and assessment of the issue from a Liquidware Support Engineer, providing the customer is in agreement.

A lower severity level does not mean that Liquidware Support devotes less time or energy to resolving your problem quickly and efficiently. Severity Levels enable us to know the business impact of the issue you are reporting.

The following table defines the Severity Levels and the targeted initial response time. Targeted response times relate to when the case was open and subject to Liquidware stated support hours of operation. It is helpful to clearly explain the business impact of your issue when you contact the Support Center.

Severity Level	Description	Initial Response 5x12	Initial Response 7x24
Level One	<p>Critical Business Impact</p> <p>Customer's production use of products on a primary business server, major application or mission critical system is stopped or so severely impacted that the customer cannot reasonable continue to work.</p> <p>For Severity Level 1 problems, Liquidware will begin work on the problem within four hours of notification and handle as its highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations, and the customer must reasonably cooperate with Liquidware to resolve the issue.</p> <p>Severity Level 1 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • System hang or crash situations • Data loss or data corruption • Critical functionality not available <p>Severity Level 1 issues must be reported via telephone.</p>	Within 4 hours	Within 4 hours
Level Two	<p>Significant Business Impact</p> <p>Important product features are unavailable with no acceptable workaround. Customer's implementation or production use of Liquidware products in a primary business service, major applications or mission critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted.</p> <p>Severity Level 2 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Product error or failure forcing a restart or recovery • Severely degraded performance • Functionality unavailable but the system is able to operate in a restricted fashion 	Within 4 hours	Within 4 hours
Level Three	<p>Minimal Business Impact</p> <p>Product features unavailable but a workaround exists and the majority of software functions are still useable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality.</p> <p>Severity Level 3 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Error message with workaround • Minimal performance degradation • Incorrect product behavior or with minor impact • Questions on product functionality or configuration during implementation 	Within 4 hours	Within 4 hours
Level Four	<p>Nominal Business Impact</p> <p>Minor problem or question that does not affect the software function such as How To's, documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations.</p> <p>Severity Level 4 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • General requests for advice on product usage • Clarification on product documentation or release notes • Product enhancement requests 	Within 1 Business Day	Within 4 hours

Closing a Case

Support requests remain open until the customer is satisfied that the case can be closed. There are times though when a support request requires a new product release before it can be satisfied. In these cases, once the issue has been correctly identified and a workaround provided, the case will be closed. All Liquidware customers are notified when a new release is available. Please refer to the release notes for your product to determine if the issue you have reported is addressed in that release. You may also contact support at any time and request further information regarding any issues you report to Liquidware Support.

Liquidware also employs a policy of closing support requests when customers fail to respond to further requests for information. Typically, three follow-up emails or phone calls will be made over five business days and if no response is received, the request will be automatically closed within Liquidware Support system.

There may be times, when working through customer's issues during the initial support engagement, where the issue may be resolved but secondary points of interest come up. We recognize this, and at these times, Support may elect to open a new case on the customer's behalf. This action is required to reflect the change in the case status from the initial reported issue being solved to a new secondary one.

Escalation Guidelines

While we strive to meet all your needs and resolve your issues in a timely manner, we recognize that at times a critical issue may arise that requires special attention. If you are not satisfied with the progress of your case, you can request that the issue be escalated. To escalate an issue, you can update your case using **Case Management** and request escalation. You may also contact us via phone and request to speak with a Support Manager. The Support Manager will investigate the issue, contact you to discuss the situation and coordinate any additional resources necessary to resolve the case.

Product Enhancements

Customers can submit product enhancement requests by emailing feature-requests@liquidware.com. Once documented, the request will be submitted into the enhancement review system.

Product Management will review the open enhancement requests on a periodic basis and consider them for inclusion in a future product release. Product enhancements will not be considered or implemented in current or prior product releases. There is no guarantee that a specific enhancement request will be implemented in a future version of Liquidware Lab products. Liquidware, at its discretion, may determine that certain enhancements to functionality in the product may be offered for an additional charge or as a chargeable option.

You acknowledge and agree that any such enhancement request is non-confidential, and that Liquidware has no obligation to either return anything submitted, respond to, or confirm receipt of your request. You warrant that no other person or corporation has a property interest in the submitted request. You understand and acknowledge that Liquidware may itself be developing and creating similar enhancements, and/or may have received or may someday receive similar feedback from others, and that existing or planned products and services independently developed without use of your feedback may contain ideas or concepts similar or identical to those you submit. You acknowledge and agree that your submission shall not preclude Liquidware from developing or acquiring such ideas without obligation to you. Notwithstanding anything to the contrary herein, Liquidware shall be free to use any idea that you submit on a perpetual, royalty-free basis, for any purpose whatsoever, including use, modification, display, and distribution, and/or in the development, manufacture, marketing, and maintenance of its products and services without any obligation to you.

Product Defects

If your issue is determined to be a defect in a Liquidware product, it is recorded in our defect tracking system and escalated to Liquidware Software Development. These cases are then closed in our system as there is no current work for the support team to execute on. The following explains our internally handling processes.

- a. Cases identified as a Severity 1 issue (please see Case Severity level and response times) will remain open until a fix or patch has been delivered.
- b. Cases identified as a Severity 2 issue (please see Case Severity level and response times) will be closed after a workaround has been found and deployed. Please note depending on the issue the workaround could be considered permanent without a forthcoming patch. This will be reviewed on a case by case basis.
- c. Cases identified as a Severity 3,4 issue (please see Case Severity level and response times) will be closed after a workaround has been found and deployed. Please note depending on the issue the workaround could be considered permanent without a forthcoming patch. This will be reviewed on a case by case basis.
- d. Cases where the issue has been shown to be Environmental will be closed. If a workaround can be identified this will be employed.

All Liquidware customers are notified when a new release is available. Please refer to the release notes for your product to determine if the issue you have reported is addressed in that release. You may also contact Support at any time and request further information regarding any issues you report to Liquidware Support.

ProfileUnity FlexApp Application Compatibility and Special Handling

Liquidware recognizes the ever changing and diverse requirements many organizations have regarding the applications they deploy to their users, and the methods they might use for distribution. Our goal is to strive to offer a method of compatibility for these user installed applications in a virtual environment. This is a serious challenge we are committed to undertake. We also recognize the complexity these applications might bring to the virtual environment, and the many application development styles that might be employed during the applications crafting. As a result, we will offer best effort support of these applications during the ProfileUnity FlexApp deployment. This means that we will do the following as part of your support incident:

1. Track your case via Liquidware case management system.
2. Work to assess the nature of the issue and offer any possible remediation.
3. Work to determine the efficacy of any fixes that will make future product releases.

Liquidware makes no guarantee that all applications will succeed in either the packaging process or deployment. If we determine there is no feasible way to address the complexity of a particular application we will note that in the case, express those concerns to the customer and work to close the case.

3Rd Party Product Support & Handling

Liquidware makes no assurances or guarantees our products will seamlessly operate with other 3rd party products installed on same system. This may be most evident where the Stratusphere virtual appliances are installed but is not limited too. In these cases, we will offer best effort support to address any inconsistencies or compatibility.

This may include the following:

1. Liquidware support may request stopping all services related to 3rd Party software during any installation or upgrades of our software.
2. Liquidware support may require that any suspected 3rd Party software be disabled when working on support requests to ensure it is not interfering with our software.
3. In rare cases the 3rd Party software may need to be removed and reinstalled before an installation or upgrade.
4. Liquidware support may require or request any 3rd party software (in case of Stratusphere VA's) be installed on a separate drive and partition from the Stratusphere software.
5. Liquidware makes no assurances or guarantees that any additional 3rd party software or manual configurations made to the Stratusphere VA's will be retained after upgrades to the appliances are completed.

New Operating System & Hypervisor Version Adoption & Desktop Broker

Liquidware offers support for a variety of Operating Systems, Hypervisors & Desktop Brokers currently available. For a current list of supported Operating Systems, Hypervisors & Desktop Brokers please review our product documentation located at:

<https://liquidwarelabs.zendesk.com/hc/en-us/sections/202051583-Product-Documentation>

Liquidware will work to make every effort to provide full support to new Operating System, Hypervisor and Desktop Broker versions within 90days of their General Availability (GA).

Product Licensing

Liquidware products have license files generated for their use. Some products require a new license key when upgrading Liquidware products to a new release and/or patch. If you have questions regarding licensing of a Liquidware product, please contact sales@liquidware.com.

Training and Online Tutorials

Liquidware offers a variety of training materials available along with self-paced tutorials online. These can be accessed at: <http://www.liquidware.com/videos/>

Contract Support Renewal

Upgrading Your Support Program

Our goal is to meet your specific business requirements. As your business needs change we may have the flexibility to modify your Support Program to better align with those needs. If you would like to discuss your support contract with Liquidware, please contact your Sales Representative.

Renewing Support

A Liquidware Sales Renewal Representative will send you a renewal notice prior to the end of your current support contract. To avoid unnecessary interruptions of Support services, please contact Liquidware Support Renewals at renew@liquidware.com if you have any questions about the status of your current support contract or pending renewal.

Lapsed Support

Without a current Support contract, customers will not be able to contact Liquidware for technical assistance. Liquidware cannot guarantee immediate assistance to customers who allow their Support contract to lapse or to those customers who choose not to purchase support until a support issue arises.

Reinstating Maintenance

There are several ways to reinstate Maintenance Services after they have lapsed.

1. Contact your Channel Partner. They will have access to your account information and can provide you with a Renewal Quote.
2. Contact Liquidware at renew@liquidware.com and let them know that your maintenance services have lapsed and that you would like to renew. You will be directed to the appropriate Support Renewal Representative.

How to Contact Us

If you have any problems, please contact the Liquidware Support Team by logging into the [Liquidware Customer Support Portal](#).

To speak directly with Support, please use the following numbers:

Toll Free in USA & Canada: 1-866-914-9665

International: + 1-678-397-0460

www.liquidware.com

See the **Introduction to Liquidware Support** section for hours of operation in your region.

Liquidware Observed Holidays

Liquidware observes the following holidays. During this time Liquidware will follow our 7 x 24 x 365 Support.

2017 Holidays	
Holiday	Date Observed
New Year's Day (Observed)	January 2
Memorial Day	May 29
Day before Independence Day	July 3
Independence Day	July 4
Labor Day	September 4
Thanksgiving Day	November 23
Day after Thanksgiving Day	November 24
Christmas Day	December 25
Day after Christmas Day (Observed)	December 26