

# Client Support Services

## Maintenance and Support Guide

## Meeting Client Needs

Our Client Support Services team is committed to helping you, our trusted partner, be successful! To this end, Globalscape offers world-class client support and product maintenance to help ensure that your Globalscape implementation is a success. We take pride in optimizing the business value of your security solution and realize that one size doesn't always fit all. That's why we've developed varying levels of technical support to ensure that you get the service your business deserves.

Online services include product updates, user guides, a knowledgebase, online help files, printable documentation, a user community discussion forum, and more. In addition to our self-service resources that are available to all customers at the Globalscape website, we offer two Maintenance and Support plans: a Standard Plan and a Platinum Plan. Both plans include the same level of software maintenance protection. The Platinum Maintenance and Support plan provides you with emergency support anytime, 24 hours per day, seven days per week from your assigned support technicians. As part of this commitment, our maintenance and support program includes the following:

### World Wide Web Support

Take advantage of the easy-to-use, 24-hour support resources that are available on the Globalscape Support Center Web site at <http://support.globalscape.com>. Online services include product updates/ notifications, user's guides, a knowledge base, online help files, printable documentation, a user community discussion forum and more.

### Email Support

Submit your request via our online submission form available on the Globalscape Support Center Web site at <http://www.globalscape.com/support/techsupport.aspx> and receive an answer via email or telephone. Our response will include a ticket number and the name of the assigned support professional.

### Telephone Support

Standard Support Plan members can call us at 1-210-366-3993, Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time) for help with any product-related issue.

Additionally, Platinum Support Plan members can receive emergency after-hours technical support 24 hours per day, seven days per week. After hours Platinum Support services are available only via a special telephone number that will be provided when you purchase a Platinum Support Plan.

## Maintenance and Support Plans

Included with your active support plan is software maintenance, which provides all major upgrades and minor updates that are publicly released during the term of the agreement at no additional charge. Free upgrades must be requested or obtained while the maintenance and support plan remains in force.

Globalscape offers both Standard and Platinum Support plans for our enterprise software solutions. Both plans include the same level of software maintenance protection. A Platinum Maintenance and Support plan provides you with emergency access to our support professionals anytime, 24 hours per day, seven days per week.

## Plan Details

Plan Benefits	Standard Plan	Platinum Plan
Priority Telephone Support	Regular business hours	24h/7d*
Minimum Term	12 Months	12 Months
Priority Email Technical Support <sup>†</sup>	Unlimited	Unlimited
Access to the User Discussion Forum	Unlimited	Unlimited
Access to Online Self-Help Resources	Unlimited	Unlimited
Software Upgrades and Updates	Unlimited	Unlimited

<sup>†</sup>Email technical support is available through our online submission form.

## Business Hours

Our regular business hours are Monday through Friday from 8:00 A.M. to 6:00 P.M. (Central Time).

Platinum support plan members can call the Platinum Support Line anytime, 24 hours per day, seven days per week\*.

\*Routine requests are handled during normal business hours. Priority service for production system emergencies is available at any time.

<sup>†</sup>Email technical support is available through our online submission form.

## Contacting Technical Support

Type of Contact	Address or Number	Hours
Standard Technical Support Line	1-210-366-3993	8:00am to 6:00pm M – F
Platinum Technical Support Line	(Provided with Platinum Plan)	Anytime
Priority Email Technical Support	<a href="http://www.globalscape.com/support/techsupport.aspx">http://www.globalscape.com/support/techsupport.aspx</a>	Anytime
Online Support Center / Software Upgrades and Updates	<a href="http://www.globalscape.com/support/">http://www.globalscape.com/support/</a>	Anytime
Serial Number Assistance	<a href="http://www.globalscape.com/support/lostserial.aspx">http://www.globalscape.com/support/lostserial.aspx</a>	Anytime
Knowledge Base	<a href="http://kb.globalscape.com">http://kb.globalscape.com</a>	Anytime
User Discussion Forum	<a href="http://forums.globalscape.com">http://forums.globalscape.com</a>	Anytime

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## Troubleshooting and Diagnostics

When contacting the Globalscape Technical Support team, it is important to provide as much detail as possible about the problem. Please gather as much diagnostic and logging information as possible to help us in our diagnosis of the issue. Be prepared to provide us with relevant error logs or messages including server log files, screen shots, and event log reports. At a minimum, please gather the following details. If you are submitting an inquiry via our online submission form, please provide these details with your submission:

- Your name and company name
- Your telephone number and email address
- The name of the program and complete version information (From Help > About)
- Product serial number (From Help > About or Platinum Support Plan membership card)
- Your operating system and specific version information
- A complete description of the problem including:
  - All of the steps necessary to reproduce the problem
  - A description of the environment and the network; useful information includes the data flow, Java runtime version, and database versions

Generally, service tickets are not closed until you and the Globalscape Support Professional both agree that the issue has been satisfactorily resolved. However, Globalscape support may close a service ticket if you have not provided requested information within a reasonable period.

## Your Responsibilities

During the course of an issue's diagnosis and resolution, we ask you to respond to all technical information requests as quickly as possible so that our Technical Support team can resolve your case in a timely manner.

Level of Severity	After-hours Acknowledgement <sup>1</sup>	Target Initial Response Time <sup>2</sup>	Resolution <sup>3</sup>
<b>Production system outage</b> Product unusable, complete disruption of work, critical business impact. No workaround immediately available.	Standard Plan - Not Applicable  Platinum Plan - One Hour	Standard Plan - Same Business Day  Platinum Plan - Two Hours	<ul style="list-style-type: none"> <li>Satisfactory workaround is provided</li> <li>Product patch is provided</li> <li>Fix incorporated into future release</li> <li>Fix or workaround incorporated into knowledge base</li> </ul>
<b>Major feature or function failure</b> Operations are severely restricted, but a workaround is available.	Standard Plan - Not Applicable  Platinum Plan - One Hour	Standard Plan - One Business Day  Platinum Plan - 12 Hours	<ul style="list-style-type: none"> <li>Satisfactory workaround is provided</li> <li>Product patch is provided</li> <li>Fix incorporated into future release</li> <li>Fix or workaround incorporated into knowledge base</li> </ul>
<b>Minor feature or function failure. General usage questions.</b> Product not working as designed. Minor usage impact; acceptable workaround deployed. Documentation, general information, or enhancement requested.	Standard Plan - Not Applicable  Platinum Plan - One Hour	Standard Plan - Three Business Days  Platinum Plan - One Business Day	<ul style="list-style-type: none"> <li>Answer to question is provided</li> <li>Satisfactory workaround provided</li> <li>Fix or workaround incorporated into knowledge base</li> <li>Fix incorporated into future release</li> </ul>

- After-Hours Acknowledgement:** An initial call back to acknowledge our receipt of the issue and to determine the level of severity. The acknowledgement may be combined with the Initial Response.
- Target Initial Response Time:** Globalscape uses commercially reasonable efforts to respond within the target response time but cannot guarantee response times.
- Resolution:** A satisfactory resolution may not be immediately available or provided with the initial response, in which case Globalscape will use commercially reasonable means and effort to provide a resolution within a reasonable period.

## Issue Escalation

Our support professionals follow predefined processes to gather information for identification and resolution of issues. For some issues, our support professionals may need to escalate the issue to software development in order to resolve it.

The escalation process allows for wider review of the issue, including technical and management directives for applying additional resources to the problem, and increased levels of communication between your organization and Globalscape.

If at any time you are not satisfied with the level of support that is being provided to you, we encourage you to bring this to the attention of Globalscape's management staff. Please contact one of the Globalscape Support managers listed below. At our discretion, we may assign an account manager, product manager, or problem resolution team to focus on your issue.

Director, EFT Product Support	Amit Patel	1-210-293-7909	<a href="mailto:apatel@globalscape.com">apatel@globalscape.com</a>
Senior Director, Client Support Services	Jason Reams	1-210-308-8267	<a href="mailto:jreams@globalscape.com">jreams@globalscape.com</a>

## Scope of Technical Support

While we are happy to support your use of our products, and will help in overcoming any difficulties you may encounter, there are certain limitations to the technical support that we can provide.

- Technical Support is limited to the reporting and correction of product defects and installation and configuration assistance.
- Technical Support does not include support for problems related to the failure of your system, network, or environment to comply with the system requirements for the software.
- Technical Support does not include support for development or consulting issues such as COM or other programmatic development. This includes HTML development and custom script creation.
- While we constantly strive to assist in any way we can, there can be situations that are outside our control. Technical support does not include support for any other issues not directly related to the workings of our software.
- Technical support is offered for recent versions of Globalscape software only. Technical support for older versions is available only through our online self-help resources.

It is always recommended that you begin by examining the program help files, knowledgebase articles, and user forums if you are interested in customizing your environment or software beyond the availability of technical support options. You can also engage the services of our Professional Services team, described on our website at <http://www.globalscape.com/services/pro-services.aspx>.

## Globalscape End of Life (EOL) and Support Life Policy

Rapidly changing technologies as well as competitive pressures influence the level, timing, and nature of demand for a particular product or group of products. These factors drive the need to introduce new products and services and to actively plan for end-of-life for older software versions as well as specific product lines. With that in mind, we have provided the Globalscape end-of-life (EOL) policy to help customers better manage their end-of-life transition and to understand the role that Globalscape can play in helping to migrate to alternative Globalscape technologies. Please refer to the following information on our website:

EOL and Support Life Policy: <http://www.globalscape.com/support/end-of-life-policy.aspx>

Officially Supported Products and EOL Dates:

<http://kb.globalscape.com/KnowledgebaseArticle10528.aspx>

## Support Agreement

The technical support services described in this Guide are provided pursuant to the terms of the License Agreement you entered into as a condition to the installation of the software indicated below.

Please complete the information below and fax or mail to:

GlobalSCAPE, Inc.  
4500 Lockhill Selma Rd., Suite 150  
San Antonio, Texas 78249-2073  
Fax: 1-210-293-8003

The software licenses that are associated with the following Globalscape order numbers or invoices are covered by this agreement.

List the Globalscape Order ID Numbers covered by this agreement:


### GLOBALSCAPE

4500 Lockhill Selma Rd., Suite 150  
San Antonio, Texas 78249-2073

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date