



# FileCatalyst Support Levels for Subscription, Pay per GB Services including Spaces

This agreement applies to the following services:

- FileCatalyst Direct Pay per GB License
- Subscription Licenses
- FileCatalyst Spaces

## Support Tiers

FileCatalyst offers the following support levels:

Support Tier	Tickets via Support Portal - Initial Response Time	Instant Chat support	Telephone Support	Remote Support Sessions
Free *	3 business days	No	No	No
Basic Support**	4 business hours	No	No	No
Standard Support	4 business hours	Yes	Yes	Yes

\*Free - All tickets submitted under the “free” support tier will be treated with priority as “Request for additional information (INFO)”

\*\*Basic Support is only available with FileCatalyst Pay per GB License

## Help Desk Hours

Technical Support Help Desk is open from 9:00 am - 5:00 pm Eastern Time (UTC -5) on weekdays (except public holidays in Canada). Help Desk Technicians will answer any trouble ticket, e-mail, chat and phone calls during that time.

Please visit the [FileCatalyst Support Portal](https://support.filecatalyst.com) (https://support.filecatalyst.com) for any closure notice.



## Support Portal

Please REGISTER on the FileCatalyst Support Portal so that we may serve you as efficiently as possible as well this will also provide you with notification of new releases, online chat and a knowledge base.

Access to the Support Site is available through the following link: <http://support.filecatalyst.com>

Any request for support must be first submitted as a trouble ticket in the Support Portal.

## Download Site

Download Site is only available to Per-GB customers with a valid subscription. For Spaces, access to the Download Site is NOT required.

Please note that files in the download area are password-protected. For all clients with a valid support contract, the download password can be obtained via the Support Portal (if you don't have an account simply create one). If after logging in you don't see a link "Get Download Credentials" open a ticket and request "Get Download Credentials" feature to be added to your account.

The download site can be accessed via the following link: <http://filecatalyst.software/>

## Support End of Life Dates

Support is only available for versions which are less than 2 years old from the build date. For versions older than 2 years, licensee will be required to upgrade before any troubleshooting can commence. FileCatalyst will ensure that customer is made aware of any backwards compatibility issues with newer versions through release notes for the product.

The licensee is responsible to test new versions within their sandbox environment and ensure that the new version's functionality meets the licensee's requirements. Certain functionality may be removed from the product due to underlying technology changes, for example, new browser versions, new networking equipment or new OS features.

## Support Service Process

Before requesting support, we encourage you to review our release notes to check if your specific problem is not already fixed. ANY support inquiry will require opening a trouble ticket with the Support Portal.

“**Tier 1 Support**” shall mean the following:

Upon receiving a support ticket, the FileCatalyst technician will acknowledge the ticket and perform basic troubleshooting steps:

- Verify that the correct supported Java version is installed
- Ensuring FileCatalyst applications are installed properly
- Ensuring the license is installed properly
- Verify passwords and basic application configuration
- Verify network connectivity (Firewall, NAT, UTM are not blocking the traffic)
- Attempt to connect to your FileCatalyst Deployment to reproduce the problem
- Verify that the error is reproducible or that the error is visible in the application logs
- Verify that there is enough disk space and memory (RAM) on the system

These steps shall be performed via the trouble ticket, over the phone or by means of remote control systems such as remote desktop, VNC, WebEx or GoToMeeting. If these steps fail to resolve the issue, it shall be escalated to Tier 2 Support.

In order for a ticket to be escalated to Tier 2 Support, the following information must be collected from the end user and included as part of the escalation request:

- Java Console Log, Wrapper Log, Server Logs and all Client application logs
- OS on which FileCatalyst is installed, both client (HotFolder, Applets, CLI, API) side and Server side
- Java version that is installed (on both client and the server)
- Version of FileCatalyst applications installed
- Provide a Diagnostic Report from the FileCatalyst Application
- Hardware configuration, including RAM, Hard Disk configuration (RAID, NAS, etc.)
- Available bandwidth between client and server machines (LAN, Cable, DSL, T1, T3, etc.)
- Average RTT between client and server (obtained by using “ping” command from command prompt)
- IP address and username/password for FileCatalyst Server if accessible externally
- If FileCatalyst Web, what version of browser on client? What version of Tomcat on server?

Failure to obtain this information may result in a delay in handling of request.

“**Tier 2 Support**” includes the collection of problem description, user information, and technical data from Tier 1 support technician and entering this info into the existing trouble ticket for analysis. Steps to be taken by Tier 2 support will include:

- Advanced network configuration review and test (NAT, Firewall, UTM)
- Duplicating the error/issue locally at FileCatalyst computer lab
- Collect all the necessary Java Heap Dumps and Application Diagnostics
- Advanced software configuration
- Upgrade the FileCatalyst deployment (only if necessary) to the latest stable release

These steps shall be performed via the trouble ticket, over the phone or by means of remote control systems such as remote desktop, VNC, WebEx or GoToMeeting. If these steps fail to resolve the issue, it shall be escalated to Tier 3 Support.

“**Tier 3 Support**” includes deep analysis of problem description, technical data, steps taken by Tier 2 support technician and taking the following steps to try to resolve the problem:

- Apply upgrades/patches and updates that are not production releases (beta builds or custom builds etc.)
- FileCatalyst deployment analysis (push/pull, locations involved, number of client/servers)
- Network topology analysis
- Diagnosis of potential software errors, heap dump and logs
- Implementing changes to the source code or documentation
- Duplicating client’s network conditions (via a network emulator) locally in FileCatalyst lab

## Software Error Definitions

In the event that a support request is determined to be caused by a FileCatalyst software error, it shall be categorized by FileCatalyst in accordance with the Software Error definitions (described below). Resolution for such software errors will be provided in accordance with the Software Error Response Times (described below).

**“Severity 1 Error”** shall mean any demonstrable, reproducible error in the PRODUCT in the production environment that (a) causes or is likely to cause no data transfers or (b) prevents the PRODUCT from being executed on the properly configured production environment.

**“Severity 2 Error”** shall mean any demonstrable, reproducible error in the PRODUCT in the production environment that (a) causes the PRODUCT to operate improperly; or (b) produces results materially different from those described in the Documentation but does not rise to the level of Severity 1 Error.

**“Severity 3 Error”** shall mean any demonstrable, reproducible error in the PRODUCT that disables one or more nonessential functions but does not rise to the level of Severity 2 Error.

**“Severity 4 Error”** shall mean a text error, cosmetic error or other error in the PRODUCT that does not impact product functions.

**“Request for additional information (INFO)”** shall mean any other request for support not related to production environment. The solution for the issue must not be clearly described in the product documentation nor knowledge base articles and can not be easily found by using the PRODUCT. All tickets submitted under the “free” support tier will be treated with this priority “Request for additional information (INFO)”

FileCatalyst will use commercially reasonable efforts to accomplish the responses and fixes or workarounds contemplated below in accordance with the schedule described below. LICENSEE will provide information and reasonable assistance to FileCatalyst regarding the resolution of the PRODUCT error.

If “Severity 1 Error” or “Severity 2 Error” cannot be fixed with commercially reasonable efforts and with LICENSEE reasonable assistance you will have the option to discontinue the use of the PRODUCT at any-time. Any unused, pre-paid portion of the service shall be refunded to you minus admin fee of \$300.00USD. If the balance of unused, pre-paid portion is lower than \$300.00, no refund will be issued.

## Software Error Response Time

Response Times below apply only to “Basic” and “Regular” Support. All tickets submitted under the “free” support tier will be treated with priority as “Request for additional information (INFO)”

“Initial Escalation” means the first response after gathering all the information as described in “Tier 1 Support”

“Provide Anticipated Schedule for Fix/Workaround” means all the analysis has been completed, all the escalations have been assigned and FileCatalyst engineering is providing a corrective action plan.

	Initial Escalation	Provide Anticipated Schedule for Fix/Workaround*
Severity 1	Four (4) business hours	Five (5) business days
Severity 2	One (1) business day	Ten (10) business days
Severity 3	Five (5) business days	Forty (40) business days
Severity 4	Ten (10) business days	Eighty (80) business days.
INFO	Three (3) business days	NONE, Since this an information request only

## Requesting Support

FileCatalyst Support self-serve web portal is available 24/7 at <http://support.filecatalyst.com> You can find there, knowledge base articles, new product updates and email notifications. The Support Portal is available to everyone.

Technical Support Help Desk is open from 9:00 am - 5:00 pm Eastern Time (UTC -5) on weekdays (except public holidays in Canada). Help Desk Technicians will answer any trouble ticket, e-mail, chat and phone calls during that time. Telephone numbers for support are:

1-877-EASY-FTP (1-877-327-9387) or from outside of North America +1-613-667-2439

Telephone support is limited to clients on a valid support tier.

Valid Consumption license key must be provided before any support request can be initiated. For live chat, telephone the first thing that will be asked is for the license key.

For Spaces, Subscription ID or Subdomain must be provided before any support request can be initiated.

## Term of Maintenance and Support Contract

Customer must meet the following criteria to be eligible for upgraded support (Basic or Standard):

Be actively subscribed to a FileCatalyst support tier (Basic or Standard Tier). For Spaces Customers Standard Tier is only available.

In order to take advantage of the Basic and Standard Tiers, you must have maintained an active support subscription for at least 2 months OR have signed up for FileCatalyst within the last 2 months for the given tier. Upgraded Support will be given only at the subscribed level (i.e. Basic or Standard) and only during support hours.

If a valid support subscription is not maintained, or has not yet been activated for a full 2 months, support service will be charged at the following rates:

Basic support will be billed at \$150 per hour.

Regular support will be billed at \$250 per hour.

## Other Resources

Besides the support portal, FileCatalyst also maintains an active library of other self-help resources, including:

- Webinars - <http://filecatalyst.com/resources/webinars/>
- Spaces Tutorials - <https://filecatalystspaces.com/#tutorials>
- Blog - <http://www.filecatalyst.com/blog>
- Knowledge Base - <https://support.filecatalyst.com/index.php?Knowledgebase/List>
- Product Documentation comes with every FileCatalyst Software product
- Spaces Documentation - [https://localhost.filecatalystspaces.com/jsp/help/helpmain\\_adminenterprise.jsp](https://localhost.filecatalystspaces.com/jsp/help/helpmain_adminenterprise.jsp)
- Video Tutorials - <http://filecatalyst.com/support2/video/>

## Testing and Quality Assurance (QA)

FileCatalyst can run on a multitude of systems and configurations. Our QA department focuses on the following platforms:

- Windows 10/2008/2012/2016 (64-bit architecture only)
- Ubuntu (v18, v.17, v.16, v.14 and limited testing on v.12) 64-bit
- OSX 10.10, 10.11, 10.12, 10.13, 10.14
- All machines are only tested with Java 8
- Locales tested: "en", "en-us", "en-ca", "fr-ca"
- Standard test file set includes directories and files named with double-byte UTF8 characters (non-roman alphabets)
- Both local and UNC paths are tested
- Browsers: Chrome, Firefox, Safari, IE11 and Edge
- FileCatalyst Server products are tested and supported for up to 200 concurrent connections. Standard Response Times does not apply to deployments with over 200 concurrent connections. Support will be offered on a best effort basis for deployments with over 200 concurrent connections.

The best results are usually achieved when the deployment machine is configured as close as possible to one of our QA platforms. Please keep this information in mind when deciding on your future FileCatalyst deployment strategy.

## Canadian / Ontario Public Holidays

Our Help Desk will be closed on the following public holidays.

- New Year's Day: Tuesday, January 1, 2019
- Family Day: Monday, Feb. 17, 2019
- Good Friday: Friday, April 19, 2019
- Victoria Day: Monday, May 20, 2019
- Canada Day: Monday, July 1, 2019
- Labour Day: Monday, September 2, 2019
- Thanksgiving Day: Monday, October 14, 2019
- Christmas: Wednesday, December 25, 2019
- Boxing Day: Thursday, December 26, 2019

On days around Christmas, New Year's and Easter, help desk hours might be temporarily reduced to accommodate for more limited staffing levels. Notice in the reduction in help desk hours will be posted on [support.filecatalyst.com](http://support.filecatalyst.com) at least 2 weeks prior to such an occurrence.