

# 1 CIP Software Support Handbook

## *Welcome to Commercial & Industrial Print (CIP) Software Support*

We have produced this guide with the following objectives in mind:

- Introduce you to CIP Software Support
- Share information about our world-wide CIP Software Support organization
- Provide information on the software support process
- Improve your experience when contacting CIP Software Support for assistance
- Explain how you can enhance your CIP Software Support with additional services to meet your needs

This guide contains important information on the procedures and practices followed in the service and support of your CIP software products or SaaS Solutions when you have an appropriate software maintenance, support, or other contract in place to obtain these services. This guide does not replace or amend in any way the contractual terms and conditions under which you acquired specific CIP software products or services related to them. Please review it carefully. You may want to bookmark the site you downloaded this from so you can refer back to it as required to obtain the latest information. We are interested in continuing to improve your CIP software support experience and encourage you to provide feedback by going to your country's Commercial & Industrial Print website and clicking the link for "Contact Us".

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## 2 Overview of Support

This overview explains CIP's commitment to supporting clients and its software support organization.

### 2.1 The CIP Software Support Commitment

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing solutions to your information technology problems. We also recognize that to enable you to concentrate on your core business issues, it is crucial that we provide world-class information technology services that complement our information system solutions.

The goal of CIP Software Support is to provide the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates CIP in the marketplace by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of CIP products and services. As your solutions partner, we are dedicated to enabling your success.

### 2.2 Software customer support organization

CIP's software support organization is a global network of centers with expertise across our product, solutions, and services portfolio. The organization is made up of teams of individuals who work together to provide the software support that you require. Our worldwide centers are structured to provide you with local language access in many countries and with the skills to help you identify the source of your problem among the products, solutions and services for which you have purchased support. For complex problems, we have skilled teams who have access to the experts in our Development Laboratories. Therefore, you have access to the right level of CIP expertise when you need it -- no matter where they are located.

The people of our software support organizations are highly skilled, motivated, energetic, and are eager to solve your software problems or answer your questions. Our goal is to ensure your

satisfaction each time you need to call on us for support by:

- Responding to your calls within targeted guidelines
- Providing ongoing communication regarding your problem, from the time you first report it through problem resolution
- Taking ownership of your call for support
- Providing a defined escalation process when management assistance is needed
- Maintaining our commitment to continuous improvement of our service processes

## 3 Preventing Problems

Regardless of what type of system you are running or service you are using, you want your solution to be available when you need it to get your work done. CIP recommends the installation of regular software maintenance to proactively avoid problems caused by software defects already known and corrected by CIP.

### 3.1 Code Fixes and Product Updates

CIP software products or services may be updated every few months to fix known problems and provide additional function. Even if you are not having any problems, we recommend that you check with support periodically and ask if any new fixes or updates are available for your products.

There are several types of maintenance. Typically, a fix is a resolution for a specific defect, or sometimes multiple defects. A fix is also called a patch or PTF. An update provides fixes for known problems as well as new functionality and is also called a Product Update or PU.

Support Downloads for PTFs or PUs are available at the product specific download pages.

## 4 What to Do Before Contacting Support

**When calling for support, remember the call receive person is not your software support specialist. Please give a brief description to the call receive person and have the rest of this information ready when the software support specialist returns your call.**

To resolve your software support service request in the most expedient way possible, it is important that you take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the software support specialist. The following steps are an example of what is required:

### 4.1 Define the problem

If you can describe the problem and symptoms before contacting software support, you can expedite the problem-solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists. Our specialists want to give you the right solution, so, the better they understand your specific problem the better they can resolve it.

### 4.2 Gather background information

To solve problems effectively, the software support specialist needs to have all the relevant information about the problem. Define your technical question in specific terms and provide the version and release level of the product(s). In the case of Software as a Service (SaaS) solutions, provide the URL that is being accessed.

Your ability to answer the following questions will help us solve your software problem:

- What levels of software were you running when the problem occurred? Include all relevant products; for example, operating system and related products, such as browser and version.
- Has the problem happened before, or is this an isolated problem?
- 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, such as hardware, network or software?
- Were any messages or other diagnostic information produced? If yes, what were they? What were their numbers?

### 4.3 Gather relevant diagnostic information (if possible)

For software product solutions it is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, traces, and so on, to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. You can always contact software support for assistance in gathering the needed diagnostic information.

#### 4.4 Determine the Priority level

Priority levels are determined during a mutual discussion by the client and software support specialist, based on the business impact of the issue. If you designate a problem as a Priority 1, CIP software support will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours. You can change the Priority level of a problem to match current business impact conditions if circumstances change from when it was first entered.

The following table describes Priority levels and provides some examples.

<b>Priority Level Definitions and Examples</b>		
<b>Level</b>	<b>Definition</b>	<b>Examples</b>
Urgency 1 – Critical 7x24 Response	Critical Impact/System Down: A business-critical software component is inoperable or a critical interface has failed. This usually applies to a production environment and indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.	Server or Solution is down and users are unable to connect.
Urgency 2 – High Normal Business Hours	Significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines.	Problem printing one type of data or one specific print job
Urgency 3 – Medium Normal Business Hours	Some business impact: The program is usable because less significant features that are not critical to operations are unavailable.	A configurable transform is not working correctly.

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure.
- Your availability to work with CIP Software Support.

- Alternate ways to reach you, such as other phone numbers and email addresses.
- You can designate a knowledgeable alternate contact.
- You have other open problem tickets with CIP regarding this service request.
- You have researched this situation prior to calling CIP and have detailed information or documentation to help diagnose the problem.



## 5 Contacting Software Support

When calling or submitting a problem to CIP Software Support, please have the following information ready:

- Account name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number and/or email address where you can be reached
- Related product and version information or SaaS URL
- Related operating system information
- Detailed description of the issue
- Priority of the issue as it impacts your business needs

### Voice access

- CIP Software voice support is available for all software products supported by CIP and to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your CIP Account Name for validation of the support service to which you are entitled, as well as the product about which you are calling.

### 5.1 Response objectives

When you contact software support to report a problem or update/get status on a problem, your request will be routed to a software support specialist. CIP's goal is to return your call within two business hours during prime shift, and within two hours during off shift hours for critical problems.

Urgency / Priority	Impact	Response goal
1	Critical business impact	Within two hours 7 x 24 - 365 days
2	Significant business impact	Within two business hours*
3	Some business impact	Within two business hours*

\* Not a misprint, two hours on all severities

Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions may be required to achieve technical resolution of your

request.

### **Off shift support**

Normal country business hours are defined by your time zone and the prevailing business hours within your country; for example, 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Off shift hours are defined as all other hours outside of normal country business hours. Off shift support will be provided in English; however, we will try to accommodate local language where possible. An appropriately skilled technical person from your site must be available to work with CIP's technical support staff during the entire time we are performing support services outside of normal country business hours

## **5.2 How your call is handled by CIP Software Support**

- You must submit your request for assistance by contacting CIP directly by telephone. The phone number varies by country; review the Software Support information located on your country's Ricoh website for additional information.

When you contact Ricoh to have an incident opened, a unique problem ticket is created for the reported problem. Make note of the ticket number and use it in any future communication with the support center on this issue. Your ticket is then routed to a resolution team for handling. Your problem ticket will be placed in a queue for call back.

At the resolution team level your call is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team to resolve a particular software problem. This is easily handled, since our support teams are networked together and work as one to resolve whatever problems or issues arise.

To investigate the issue, CIP software support may need to access information on your system about the failure, or they may need to recreate the failure to obtain additional information. If the problem is configuration related, you may need to recreate the problem to obtain the required information. Our software support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. See "Exchanging data with CIP" later in this handbook for more information on the options available.

## **5.3 How a code defect is handled by support**

During the investigation process, the software support specialist team determines if your issue

falls into one of four categories, which are described below.

1. A known defect-related issue: If the resolution team determines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue
- If no workaround is available and it is determined that one is required, the resolution team will work with you to find the best feasible workaround
- The resolution team advises you when the software defect is resolved, provides guidance in the fix implementation, and updates your problem ticket accordingly

2. A new defect: If the resolution team determines that the issue is the result of a software defect that has never been reported, we will work with you to gather the appropriate information regarding the defect, and then work with the appropriate development team to resolve the problem.

The development team will determine how to address the defect. One of several fix-related activities may result:

- If the defect is determined to be of high impact, a code fix is created and delivered to you in the form of an iFix (interim Fix).
- If the defect is determined to be of lower impact that does not require an immediate fix; we may defer the fix for a future release.

3. A problem that is not defect-related: If the resolution team determines that the issue is not a software defect in supported CIP code but instead, is a change that you require, we will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

4. A problem with the SaaS solution: If the resolution team determines that the issue is the result of a software defect, we will work with you to gather the appropriate information regarding the defect.

The development team will determine how to address the defect. One of several SaaS related activities may result:

- If the defect is determined to be of high impact, a fix is applied to the cloud environment.
- If the defect is determined to be of lower impact, a fix might be deferred to a later deployment to the cloud environment.

After you have received a fix or been told a fix has been applied to the SaaS environment, we will follow up with you to confirm resolution of your problem. If you have verified the fix, contact the support center so that your problem ticket can be closed. If the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while CIP support personnel continue to work on the problem. The problem ticket will not be closed until the problem has been resolved to your satisfaction.

## 5.4 How to questions are handled by support

Technical question support allows you to obtain assistance from CIP for product-specific, task-oriented questions regarding the installation and operation of currently supported CIP software. While providing answers to your technical questions, we may refer you to product documentation, publications, the Advanced Solutions Practice, or we may be able to provide a direct answer to assist you in the following areas:

### **Short duration problems involving:**

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as manuals
- Assistance with interpreting publications
- Providing available configuration samples
- Planning information for software fixes
- CIP database searches

The CIP Software Support process is **not** structured to address everything -- following are some examples of areas that are **beyond our scope**:

- Performance analysis
- System integration design
- Writing, troubleshooting or customizing client's code
- Performing step-by-step installations
- Extensive configuration questions; for example, workflow configuration

- Recovering a database or data recovery
- Consulting

Most of these types of situations require a Professional Services agreement. For further information about these services, ask your CIP Representative to direct you to resources who can discuss your needs. If you already have a Professional Services Architect or Project Manager you can also engage them to discuss your needs.

## **5.5 Problem handling best practices**

We have found that the following practices help us provide the timeliest resolution to your question or problem.

- Keeping each issue separate (one problem per ticket) allows us to provide better service to our clients.
- Selecting the appropriate Priority and letting us know the business impact will help get the right focus on your problem.
- Keeping the CIP software support team informed of Major Upgrades/Implementations.
- Staying current on Product Release levels.
- Providing timely feedback on recommendations and closing the problem ticket when you agree that the problem has been resolved.

## **5.6 Your responsibilities**

Our remote software support is available to provide assistance and guidance;

however, to work on your issue we require that you have administrator access and information about your system and the failing component, which is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a debug patch to your system, possibly formatting the output from the trace, and sending documentation or trace information, in softcopy, to the remote support center. You are also responsible for obtaining fixes by downloading or receiving ones that have been shipped to you on media, applying the fixes to your systems, and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary while isolating problems. And sometimes fixing a problem will require installing a later release of the software, since some fixes will not work with earlier releases.

You need to be aware of your responsibilities when working with a CIP support center. If you do not have the required skill, you can engage a services provider such as a CIP SSE (Senior Solutions Engineer), FTSS, Professional Services team member, or a business partner to assist you. Doing this requires an additional fee.

If you have a services engagement in which a third party is designing and implementing an application for you, make sure that the statement of work be very clear regarding whose responsibility it is to work suspected code defect issues with CIP, to ensure proper entitlement for remote support.

## 5.7 Escalation procedure

If at any point in the service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or more of the following:

1. Request a response back from the software support specialist by calling the software support phone number, providing your existing ticket number
2. Raise the Priority Level of the problem
3. Ask to speak to the person's manager. Escalations to a CIP manager will receive prompt attention and management focus.
4. Ask for a Duty Manager. The Duty Manager will work with our software support specialists to ensure your request is being handled appropriately. Do this by calling the support line that you used to open the problem, providing your existing ticket number.
5. After you have performed steps 1-4, if you we are still not meeting our commitments to you then escalate by opening a Complaint or nominate as a Critical Situation or ("Crit Sit"), if warranted. Do this by contacting your SSE/FTSS or Sales Representative.

## 5.8 Exchanging data with CIP

Our software support specialists may request that you send CIP the problem information, systems data or test cases, and so on, or that our support specialists be able to view it with you electronically. To accomplish this, you may be offered several options by the CIP support specialist. By the terms and conditions of the applicable support agreements, this information will be non-confidential).

**Confidential information, including account information, HIPAA/ePHI data, and**

**any personally identifiable information, should not be transmitted to CIP.**

CIP may use its global resources, including but not limited to, CIP Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of the Customer Data exported to, or otherwise accessible by, CIP is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other countries' laws or regulations and that none of your data contains Sensitive Personal Information or Business Personal Information.

**Note:**

If you and the CIP support specialist agree, you may decide to send your problem information or test cases to CIP. There are several approved methods and tools that can be used. The CIP support specialist working with you will discuss these options with you and help you set up the transfer.

## 6 Practices

### 6.1 CIP Software Support Lifecycle policy

The CIP Software Support Lifecycle policy specifies the length of time support will be available for CIP software, from when the product is available for purchase to the time the product is no longer supported.

Most CIP Software Products conform to the Standard Support Lifecycle policy, which describes the normal support period for a product. Once the withdrawal of support is announced, Service and support will be available for 12 months. After this time, the software will no longer be supported.

To obtain the most accurate lifecycle information for your product, contact support or your SSE/FTSS.

Note: Some CIP products may not adhere to this standard policy, including but not limited to CIP Software that is sold "as is", products supported by third party directly, or products recently acquired by CIP, which may still adhere to their own legacy lifecycle agreements.

CIP may modify the Lifecycle policy at any time and will communicate the modification and any exceptions via a product announcement letter, or in a general policy announcement.

### 6.2 Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided. To request an extension for your software product, contact your CIP Sales Representative

### 6.3 CIP Software Support on unsupported operating systems

CIP Software Support will provide support for CIP products while the product is still within its support period, even if the operating system is no longer supported. This support will last only until the back-level operating system is identified as the probable cause or a contributing factor of the problem. If this is the case, you will be asked to recreate the problem on a supported level of the operating system.

### 6.4 Third party software and Open Source software

Third party software or code may be included or bundled with some of our CIP offerings. This code is included for your convenience but is not considered part of the CIP program.

Because this software is included or bundled with our CIP offerings, CIP tests the third-party products to ensure that they will work with CIP programs and that they will function appropriately.



Based on this testing, CIP Software Support will diagnose problems concerning customer problems by using the knowledge of how our CIP offerings work with the third-party software. Once we have concluded that the CIP program is working correctly, but the issue still exists, CIP will refer you to the third-party vendor for further diagnosis.

CIP provides these non-CIP programs without any warranties or representation, including but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will CIP be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if CIP is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

CIP does not possess the in-depth technical skills to diagnose third-party software problems. We must refer our customers to those third-party software vendors for technical support when we determine that the problem is not with CIP software.

A special case of the above is open source software that may be included as part of the solutions CIP provides. Because this code is owned by the open source community and not by CIP, it will be identified in the license materials or in an attachment to the license materials as "unwarranted". Because the code is not CIP's, there are no expressed or implied warranties or indemnification. However, like the third-party software described above, CIP performs testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the third-party software, CIP Software Support will attempt to diagnose suspected defects using our knowledge of the interaction of CIP code and the open source software. In some cases, we may even have the source code and may be able to provide work-arounds for reported problems; however the final arbiter over whether a supported fix can be provided may belong to the open source community.

## **6.5 Submitting software requirements**

The best way to communicate your software requirements to CIP software development is to attend Output Industry conferences and trade shows where you can discuss requirements directly with our product experts or work directly with your CIP SSE/FTSS or Sales Representative to document the requirements. They can then enter the requirement into a CIP requirements data base for evaluation and prioritization. Those accepted may be included in a future product release or update.