



Customer Support Handbook

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Dear Customer,

Thank you for purchasing a StorageCraft product. In addition to your product purchase, you have taken out a Support option. This option is mandatory for your initial purchase and renewable annually thereafter.

This booklet will outline the Support that you can expect to receive and how to obtain that Support. It is important that you review this information to ensure an efficient and rapid support experience.

We wish you a trouble free experience with your product purchase but if need be, we are there to help.

*Customer Care
StorageCraft Pty Ltd*

1. What does your Support contract entitle you to?

A Support and Maintenance contract is an annual renewable subscription based on a percentage of the product cost, which is currently set at 20%. You may elect to take out multiple year coverage (up to three years) with the initial purchase.

Each purchase is allocated a unique Serial Number which is a four octet hexadecimal number in the format XXXX-XXXX-XXXX-XXXX. A Serial Number may cover a single server or desktop or multiple servers or desktops. This Serial Number, and therefore the servers or desktops allocated to this Serial Number, is used as the basis for determining eligibility under your Support and Maintenance contract.

During the currency of the contract period, you are entitled to the following services:

- Telephone and / or email Support with StorageCraft Technical Services
- Entitled to receive and upgrade your products to the latest versions
- Manual License transfers from one server or desktop to another where online activation / deactivations are not possible for whatever reason

Onsite support is not included. This is deemed to be a chargeable service along with any other Professional Service offering.

2. Support Centres

The APAC Technical Services Centre is located in Sydney, Australia. It provides support for the following countries / territories within the APAC region:

- Australia
- Malaysia
- New Zealand
- Pacific Islands
- Singapore

For other regions, refer to the StorageCraft corporate website at <http://www.storagecraft.com/>.

Support is provided from 9:00am to 5:30pm AEST (Australian Eastern Standard Time, GMT +10 hours), Monday through Friday excluding Public Holidays (as defined by the NSW State Government).

Reduced support coverage may also apply during StorageCraft defined holidays such as the period between Christmas and New Year.

3. Contacting Support

There are a number of avenues for contacting Support.

Self help

For less critical issues, there are a couple of self help options available. These are:

- Online searchable Knowledge Base available at <http://www.storagecraft.com/kb/>
- Community forums available at <http://forum.storagecraft.com/Community/forums/>

Telephone

Australia +61 2 8061 4488

New Zealand 0800 89 1234

Singapore +65 3108 0506

The telephone should be reserved for Priority 1 level issues only.

Email

Send an email to support@storagecraft.com.au and a case will automatically be created in our Call Tracking system.

Web

A call can be logged online via Web2Case at <http://forum.storagecraft.com/Community/web2case/>. This will automatically create a case in our Call Tracking system.

4. What information do you need to provide?

To expedite your case, you will generally be required to provide key information. It is strongly advised to collect this information along with a concise description of the issue prior to contacting Support. It will be asked for.

- Serial Number for the install
- Output from the SPDIAGNOSTIC tool which can be downloaded from <ftp://ftp.storagecraft.com.au/tools/>
- The ShadowProtect logs which by default are located in:

```
C:\Program Files\StorageCraft\ShadowProtect\Logs  
(32-bit platforms)
```

```
C:\Program Files  
(x86)\StorageCraft\ShadowProtect\Logs (64-bit  
platforms)
```

- Details of the ShadowProtect jobs defined
- Any other relevant information such as type of device used to store backups, how this device is accessed (internal device, USB connection, network share, NAS SMB share)

Depending on the nature of the issue, additional information such as Windows Application and System Event Logs in native format may be requested.

5. Issue priority level definitions

Each issue will be allocated a priority level based on the impact of the issue.

Priority 1

Definition: The customer cannot recover data critical to its business and there is no workaround available.

The majority of Hardware Independent Restore (HIR) issues will fall within this category.

Priority 2

Definition: All other issues where the customer cannot backup or recover data and may have the potential to cause loss of data.

Priority 3

Definition: The product is not functioning as documented; or the customer requires assistance with installation and /or configuration; or manual license transfer is required.

Priority 4

Definition: Minor issues with the product; or issues deemed by StorageCraft to be product enhancements.

Response time objectives

Definition of response time: Response time is the elapsed time between the initial call from the customer to the StorageCraft Technical Services centre and a call and / or email returned to the customer.

Response times are in relation to defined support coverage hours only (refer to section 2.).

Priority 1

Our aim is to respond to 100% of all priority 1 calls within 30 minutes.

Priority 2

Our aim is to respond to 95% of all priority 2 calls within one hour.

Priority 3

Our aim is to respond to 95% of all priority 3 calls within four hours.

Priority 4

Our aim is to respond to 95% of all priority 4 calls within eight hours.

6. Other important information

What does Support not provide

Support is not provided for troubleshooting and supporting operating system and / or application related issues. This includes but is not limited to Windows activation issues; Active Directory related issues following a HIR, critical devices database corruption; providing and /or modifying device drivers for hardware.

To assist the customer, a series of Knowledge Base articles have been published and are available online. These articles do not bind StorageCraft to providing support for the topics covered. In all cases, support should be sought from the appropriate vendor.

HIR support

It is usually possible to recover approximately 95% of all servers or desktops to an alternate physical platform or virtual environment. It should be understood that there are causes beyond StorageCraft's control that may cause a failure to perform a recovery. This may include but is not limited to backup image corruption; critical devices database corruption; disk corruption that existed at the time of the backup; lack of vendor support for hardware on the new platform.

Generally our support for a HIR is finished once a server boots into Safe Mode. Issues after this are deemed to be operating system or other vendor related issues and support should be sought from the appropriate vendor.

Platform support

StorageCraft will not support any platform and operating system that is not on the supported list for the ShadowProtect release concerned. The definition for an operating system includes the base operating system and any required Service Pack. As an example, Windows Server 2003 would mean Windows Server 2003 with Service Pack 2.

StorageCraft will not support any operating system in beta or Release Candidate (RC) form. Period. End of story.

Application support

ShadowProtect is a disk imaging product. Any application that uses a Volume Shadow Copy Service (VSS) writer will have its data recovered in a consistent state and should not present any issues after a recovery if the required application recovery procedures are followed.

Other applications that do not use a VSS writer will have their data recovered in a crash consistent state. In these cases, it is the responsibility for the application to recover from this situation.

ShadowProtect will not be able to recover data if the source data is corrupt at the time of backup.

