
FREQUENTLY ASKED QUESTIONS

STORAGECRAFT SUPPORT— RELIABLE SUPPORT OPTIONS THAT ENSURE BUSINESS CONTINUITY

Q. *What information should I gather before I contact StorageCraft for assistance?*

A. Be prepared to provide the following information when opening a case:

- Type of user (business user, managed service provider, value added reseller, trial user or home user)
- Contact name, company, email and phone
- Operating system
- StorageCraft product including version and serial number
- Request type (technical support request, bug request, feature request)
- Priority (emergency, high, medium, low)
- Support issue description (include as much of the following as possible)
 - Has the support issue happened before, or is this an isolated issue?
 - What steps led to the issue?
 - Can you recreate the support issue? If so, please document the steps.
 - Were any recent changes made to the system prior to the issue, either hardware or software?
 - Did you notice error messages or other diagnostic information? If so, what were they?
 - Do you have log files or screen shots illustrating the support issue?
 - Clearly articulate the business impact of your issue.

Q. *Why am I asked to submit my support case online?*

A. When you open a support case online, you are prompted to enter all pertinent information about your support case. This allows our support specialists to better understand the issue and be more prepared with the right skill and guidance to respond to your issue. This process saves time and can produce quicker issue resolution.

Q. *Can I purchase premium support for my customer if they have not renewed their standard support maintenance agreement?*

A. No, premium support is an add-on to maintenance support, therefore there must be an active standard support maintenance agreement in place before premium support can be purchased. Simply renew the standard support maintenance agreement and request premium support as an add-on.

Q. *Is premium support available on all StorageCraft products?*

A. Premium support is available for most StorageCraft products. However, it is not available on ShadowProtect® IT Edition™ or MSP licenses.

Q. *I am a managed service provider (MSP) and offer outsourced IT to my customers; can I include premium support in my offering?*

A. No. Premium support is not available for managed service provider licenses. However, with incident support you can have access to the StorageCraft team of technical experts 24x7 when you need it for single incidents. Incident support is sold in single and multi-packs.

Q. *I am a value added reseller (VAR); can I purchase single incident support for my users?*

A. Yes, VARs can purchase incident support. However, VARs are better suited to offer premium support to product users that handle their own backup and disaster recovery. With premium support, your customers can contact StorageCraft 24 hours a day, every day of the year, if an emergency-level support issue arises.

Q. *I'm not sure what support option to include. How do I determine which support option is best for my customer?*

A. Your StorageCraft account manager can assist you in determining the right solution for your needs. Contact sales@storagecraft.com.au or call your regional StorageCraft office:

Australia: +61 2 8061 4444

New Zealand: 0800 89 1234

Singapore: +65 6248 4663

Malaysia: +60 3 2147 4656

Thailand: +66 2 610 3949

South Africa: +27 (0) 11 803 5437 (Phoenix Software)

Q. *Why is StorageCraft charging for support services that I previously received free of charge?*

A. The premium and incident support options are new services that have been built on top of our traditional services. Standard support is still free for the first year within business hours. You should purchase premium or incident support only if you expect to need support after hours. If you do not anticipate needing support outside of business hours, standard support includes support Monday to Friday from 8.30am to 5.30pm Australian Eastern Standard Time (AEST) and comes free* the first year with your product purchase.

MORE INFORMATION

For additional details on StorageCraft support, contact us today:

StorageCraft Asia Pacific

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North Sydney NSW 2060
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Tel +61 2 8061 4444

*ShadowProtect Granular Recovery for Exchange does not include standard support. Maintenance agreement sold separately. MSP subscriptions include standard support while the MSP subscription is in effect.

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