



5/30/2019

Endur ID Extended Software Support & Maintenance Program

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Revision 1.0



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Revision History

Version	Date	Remarks	Release Status
0.1	05/29/2019	Initial Internal Version	Restricted
1.0	05/30/2019	Public	Release



Scope

An extended program is an annual subscription available for ongoing Software Support & Maintenance to licensed users of Endur ID in partnership with ID Card Technology (IDC) software beyond the provisions contained in the "Software License Agreement".

Support Contacts

To log a support request with Endur ID Support, use the following contacts,

Email: jmunoz@endurid.com

Tel: (603) 758-1488 x113

Web: <https://endurid.com/contact/>

Initially, your support users accounts will be set up by the Endur ID professional service contact, responsible for project delivery. For further user accounts or changes of existing accounts please contact customerservice@endurid.com by email.

Endur ID will need to receive the following information for maintaining your support contacts

- Company Name
- Contact Name
- Email Address
- Phone Number (optional but recommended)
- Former Contact Name (if account is to be changed)

Product Coverage

The Endur ID/IDC Extended Software Support & Maintenance Program provides free upgrades of any new software release or updates as well as telephone and remote support via internet connection during the valid subscription period. New releases are software upgrades with enhancements, including minor and major version upgrade of the same software product, for example, the extended program for Expert (IDMX) software covers upgrades from Expert version 2.x to Expert 3.x (the Expert version 3.x was released for the support of Windows 10 while Expert 2.x was Win7 compatible only software).

The annual subscription fee for the Extended Support & Maintenance Program is a percentage of the cost of your total licenses plus the sum of other related software purchased, including software options and software customization if applicable, per year.

To have continuous support, be sure to subscribe within the warranty period from the original product purchase, and annually thereafter.



Support and Maintenance Services

Upon receipt of your technical support request it will be routed to a customer support engineer.

Hours of Operation

Technical support access will be during normal business hours, by telephone or email, Monday through Friday, 8:00 AM to 17:00 PM EST (GMT -5).

Language Support

Technical assistance will be available in English only.

Priorities/Severities

It is helpful to assign a priority level to the problem when you report it, so you will need to understand the business impact of the problem you are reporting. A description of the severity levels is in the following table.

The Severity level of an Assistance Request can be reduced if it no longer meets the criteria defined below. If you do not respond within 24 hours the support analyst will request that the severity of the issue be reduced.

Priority	Description
Minor	A major function of the Endur ID software has become unworkable and there is an effective workaround. Or there is an installation problem in a development or testing
Medium	A major function in normal operation and use of the Endur ID software has become unstable and there is an awkward work-around or any other function has become unworkable and there is no known workaround. Or there is an issue in a production environment.
Major	A major function of normal operation and use of the Endur ID software has become unstable and there is no work around available.
Critical	The problem terminates the operations of any installation and any servers comprised therein or the problem corrupts any database used in conjunction with Endur ID software.
General Request	Other requests

Change requests should be directed to your responsible sales account.

Technical requests can be filed using the "General Request" priority, these requests will be dispatched to either the technical pre-sales or an engineer from our professional service organization.

Assistance Request Resolution

During the investigation process, the support engineer determines if your issue falls into one of three categories as described below:

A Know Defect

If the support engineer determines that the issue is the result of a know defect that has been previously reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue.
- If no workaround is available, the support team will work with the customer to find the best feasible workaround.
- The support engineer advises the customer when the fix for the defect is available, assists in fix implementation and updates the Assistance Request records.

A New Defect

If the support engineer determines that the issue is the result of an Endur ID\IDC software defect that has not been reported before, the engineer will enter the defect into our defect tracking system. The Endur ID defect analysis team composed of IDC Technical Services and Development meet to determine the bug's priority and if a software "hot" fix is required. Information supplied by you as well as any notes entered by our support staff are viewed and if additional data is still needed, the bug may be placed on the development triage queue for further investigation. Issues that require a hot fix are assigned to a developer and a test member. After a hot fix candidate is released it is tested again by Endur ID support before being sent to the customer for verification.

Because of the complexities of the environments supported and the development, verification and testing resources required, defect fixes may require an extended period for resolution. For high impact problems, we will make every effort to develop a workaround that you can use until the fix has been provided.

Non-Defect Related

If the support engineer determines that the issue is not a software defect in the supported Endur ID/IDC Expert (IDMX) code, we will continue to work the problem to resolution. Once you have received a workaround or a problem fix, we will follow up with you to confirm resolution of the problem. Once resolution has been reached, the Assistance Request is closed. The assistance request can be reopened if the resolution does not fix the original problem.

Workarounds

When you report a problem, our objective is to find a solution as soon as possible. In the absence of finding a solution to the problem a workaround may be required. A workaround provides a temporary solution to complete the task that would not otherwise be possible due to a problem or limitation in the software.



Software Defects

If the issue you are reporting is deemed to be a bug in our software, it is recorded in the IDC's bug tracking system. If you report a known bug in our software, your information is appended to the bug information. When a problem requires a software fix, it is normally delivered in a maintenance release. When a release is produced that fixes a bug you reported, you will be notified and given the opportunity to request the release. In cases where you require a fix as soon as the software has been built, development can, at its discretion, make a hot fix available that fixes the problem.

Severity 1 and Severity 2 issues resulting from software bugs are considered resolved under any of the following circumstances:

- A software fix is delivered to, tested and accepted by the customer.
- An alternative solution is provided to and accepted by the customer.
- The customer has received a fix for their problem and has not been able to test it within a reasonable time, but development testing has verified the fix. If the problem still exists after the customer has completed their testing, then the problem can be reopened.

System Software Support

System software, including operating systems, databases, web servers or service packs applied to such software are not guaranteed to be compatible with Endur ID software until certified by ID Card Tek Development.

Remote Access

For effective troubleshooting, remote access might be required. Endur ID cannot be held liable if remote access capabilities are not available for support when requested.

Lapsed Software Support & Maintenance Program

As a courtesy, Endur ID will notify customers at least 1 months in advance of the expiry date of the current Software Support & Maintenance Program term. If the Support & Maintenance is not renewed prior to the expiry date, then the Support & Maintenance Program will lapse. If Support & Maintenance has lapsed, back maintenance fees, in addition to a reinstatement fee, will be charged prior to the reinstatement of Support & Maintenance. Software Support & Maintenance is calculated as a percentage of the current list price of the software (e.g. 20% of list price).