



Support Maintenance Guide

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1. OVERVIEW

1.1 Support Objectives

Aternity Inc. recognizes that to maintain a competitive advantage, it is in its best interest to correct serious problems with the Aternity software (“Software”) and promptly respond to problems customers bring to our attention. Aternity will use commercially reasonable efforts to respond to customer requests for assistance in resolving problems with the Software based on the severity of the problem and in accordance with its Service Level Objectives set forth below.

1.2 Terms of Aternity Support

For customers, partners, and distributors who contract Software Update and Technical Assistance (“Maintenance”) for Software, Aternity provides maintenance, support, and product updates in accordance with the terms and conditions of the Software License and Services Agreement and this Guide. Maintenance services include answering questions, in the English language, with regard to the installation, configuration, feature functionality and diagnostic troubleshooting of the base Software application. Support Services do not include services, which, in the usual course of Aternity’s business, are provided to customers as consulting services. Such consulting services include, but are not limited to, custom application development and support, product implementation, enablement training, requirements analysis, or signature and monitor design and deployment.

2. KEY DEFINITIONS

Business Hours

The timeframe when Aternity Support is staffed by engineers to respond to case activities.

2.1 Case Classification

Case attribute that identifies the general classification of the problem reported for support assistance. Aternity leverages this information to perform case quality reviews to drive customer satisfaction and process improvements. Aternity may adjust this attribute based on case triage if differs from definition.

Classification	DEFINITION
TECHNICAL PROBLEM	To report an issue where the Software does not function correctly as described in the Software documentation
PERFORMANCE ISSUE	To report an issue when platform user interface, or user's desktop or server do not perform as fast as expected
CRASH	To report an issue where experiencing platform outage, or where users seem to have application crashing suspected as computability issue with an installed Agent
ENHANCEMENT REQUEST	To record a request where existing platform functionality should be extended or changed to enhance product value
QUESTION	To enter a question about platform use or administration – particularly where this question should be added to the knowledge base for general reference
DOCUMENTATION	To enter a request for information covering a specific process or feature not available in current product documentation

2.2 Case Priority

Aternity defines the Case Priority as follow:

Priority	DEFINITION
Critical (P1)	Production outages; where problems are affecting end users or for issues directly blocking scheduled project activities, such as deployment within a time-constrained window.
Major (P2)	Application problems that are serious or that are blocking progress of the project team, but do not have direct negative production impact
Normal (P3)	Issues which have a direct impact on the use of the application – requiring workarounds or preventing specific activities from being completed.

Minor (P4)

Issues are those which are noted, but which do not have a direct impact or where a workaround is a trivial inconvenience.

2.3 Case Status

Case Status provides the current state of the case. This attribute is updated by the Aternity Engineers based on customer communication, escalation activities, investigation actions or when support activity is complete. Customers may view the case status via the Support portal for reference.

Case Status	DEFINITION
New	New case opened by the customer pending initial response and engineer assignment.
Support in Progress	Case is under investigation and assigned to an engineer for action.
Awaiting Customer	Aternity Support provided a response, mitigation or solution and pending customer response on information request, next steps or results
Awaiting R&D	Case escalated to Advanced Technical Support/R&D for investigation and consultation. Aternity Support will continue to provide status updates to customers as status updates are available.
Awaiting Product Management	Case investigation complete pending disposition review by Product team for new features or defect correction
Pending Product Release	Case resolution results in a defect or enhancement reviewed for correction and targeted for an upcoming product release
Closed	The case has been resolved and closed with no further investigation

2.4 Initial Response

The time difference is defined from the Support case auto-acknowledgement timestamp and the first response update to the customer from Aternity. Response timeframe targets differ for each Priority Level to problems reported. Commitment to the initial response timeframes is based on validation documentation provided by the customer, the site is verified as production status and technical profile submitted to Aternity as reference.

2.5 Support Contact

Customer technical resource identified by the customer to support the Aternity system and is responsible for providing all requested information in a timely manner.

3. SERVICE LEVEL AGREEMENT (SLA)

Aternity is committed to customer satisfaction by providing timely responses that meet or exceed our target SLA to restore or resolve issues for production deployments. Aternity will assign higher priority assistance to production systems to ensure SLA compliance. Aternity will use reasonable

efforts to provide similar SLA target assistance for Staging, Test or Proof-Of-Concept (POC) system configurations, where applicable.

Aternity Software Support policy is to meet or exceed the following goals:

- Acknowledge customer cases within defined Initial Response during normal business hours.
- Mitigate the issue as quickly as possible to allow the case priority to be lowered so that we can work the root cause with minimal impact.
- Update customer with regular and timely case status updates regarding our progress and plan for case resolution.
- Notify customer within one business day regarding the status change (and version availability) of any defect or enhancement requests.
- Primary communication will be based in English for historical reference.

Aternity Software Support stands by our commitment to consider a case resolved only when the customer is in agreement with the resolution plan.

3.1 Hours of Operation

Support is provided during Business Hours 8 AM – 6 PM, ET, Monday to Friday, excludes Aternity holidays. Aternity holiday notifications are posted on the Aternity Support Portal.

3.2 Initial Response

Aternity is committed to customer satisfaction by providing swift response to cases reported in a timely manner. To achieve this service level goal, Aternity assigned specific “Initial Response” target to Case Priority. Please refer the Priority Level definitions in Table 1 for more details.

Example-Critical: Should a customer experience a production down situation where the Aternity Server is offline and inaccessible, this problem would be classified as “Critical” priority and users are unproductive. Once reported, Aternity Support would respond to such outages in < 2 hours during business hours. Customers should be ready and available to work with Aternity Support and prepared to provide log and dump files, screenshots and remote screen share access to mitigate the issues as quickly as possible.

Example-Major: Customer is experiencing issues with Dashboard data display presenting unexpected results, but the system is still functional, data is being collected, this would be classified as a “Major” priority. Once reported, Aternity Support would respond to such situations in < 4 hours during business hours.

Task	Priority	Initial Response
Initial Response	Critical (P1)	< 2 hours
	Major (P2)	< 4 hours

	Normal (P3)	< 8 hours
	Minor (P4)	< 24 Hours

3.3 Expectations of Customer

Customers that open cases should be prepared to provide all relevant log files, dumps, screenshots, and possess sufficient system permissions or engage Customer resources with permissions to assist in the case investigation. Aternity expects that customers to reply to all requests from Aternity with the same degree of response times as it expects of Aternity. Aternity will make three (3) attempts to follow up and failure to provide the requested information will result in case closure.

3.4 Language

The Aternity Software and associated documentation is provided in the English language and therefore Maintenance is also provided in English.

3.5 Product Lifecycle

Customers are provided advance notification (up to twelve months) when software and capabilities near end of support. This information is published in the "Release News" articles of the type: Aternity Support Lifecycle notices on the Aternity Support Portal.

3.6 Release Support

Maintenance hereunder shall be performed only on generally available Licensed Software point releases that are no more than two (2) years old from any given point in time, provided that any such point release is at the most current generally available maintenance release. A "**point release**" is defined as the numeric value for "y" in the "x.y" Licensed Software release numbering scheme. A "**maintenance release**" is defined as the numeric value for "z" in the "x.y.z" Licensed Software release numbering scheme. The Aternity Support Department will continue to accept problem reports for a discontinued version, and when feasible, in Aternity's sole opinion, attempt to provide the Customer with reasonable assistance to troubleshoot and resolve the problem. The resolution may result the customer having to upgrade to the current point release and maintenance releases to resolve the problem.

When a Customer:

- encounters a known defect, which is already corrected in the most current or supported version, the Customer will need to upgrade to the most current or supported version to obtain the fix; or
- reports an unknown defect, engineering will make the fix in the most current version and the Customer will need to upgrade to that version to obtain the fix.

4. CONTACTING SUPPORT

4.1 Who can open a Case

Access to Maintenance is available to Customers, Partners, Resellers, and end-user company contacts with active and paid maintenance agreements. When new accounts are licensed, Customers will designate a primary administrator for the purposes of communicating with Aternity Support Services and responsible for license software management. To avoid interruptions in Maintenance, Customers must notify Aternity Support Services whenever the administrator responsibilities are transferred to another individual. Customers may change or add additional contacts, if necessary, providing written notice to Aternity Support Services of such change. The Customer is responsible to notify Aternity if the administrator terminates employment so that the Customer's Maintenance Profile is deactivated.

4.2 Preparation for Opening a Case

When opening a Support Case, be prepared to provide the following information:

- Name
- Company
- Phone
- E-mail address (required)
- Aternity Software product(s) being used, including version number(s)
- Third Party applications/versions
- High Level Abstract Summary of the issue
- Detailed problem description encountered
- Priority Level – Refer to *Case Priority Section 2*
- Error Messages, Screen shots, log files, sample data
- Steps attempted to analyze and troubleshoot issue

4.3 Opening a Case

This section describes a high level overview of the typical support coverage and processes.

Self Service Portal

The preferred method for reporting issues and questions is to open a Maintenance case via the Self Service Portal. Designated contacts are provided access to manage individual case history in Aternity's Maintenance site: <http://www.aternity.com/support/login>

This portal allows for the opening of new Maintenance requests directly into Aternity's Maintenance system. Portal users will receive automatic notification of case updates, suggested solutions and can monitor the status of all open cases. This valuable resource allows customers to comment on open cases, communicate with Aternity support engineers, upload files and attachments, and search Aternity's Knowledge Base for solutions. The Maintenance Portal Site language is based in English.

Phone

Customers may contact the Aternity Maintenance Hotline via telephone, if access to the Self Service Portal or Email is unavailable. The Support Hotline agents will collect all relevant contact information, problem description, product versions and case priority from the caller. The agents will open a support case on behalf of the Customer for Aternity Support Services team response.

The Maintenance line can be reached via toll free or in-country local numbers:

Location	Dial Number
Americas (toll free)	+ 1-888-716-3397
United Kingdom (local # route to Call Center)	+ 0-808-189-1060
Israel (local # route to Call Center)	+ 1-809-494427

Customers must prepare to provide the following information:

- Company
- Full Name
- Email Address
- Contact phone number
- Brief Summary Description of issue
- Priority Level – as in Case Priority Definitions
- Preferred contact method

Email

An additional method for general support questions and non-production issues available to customer is via email to: **support@aternity.com**

Aternity Support Services monitors messages sent to this email address and ensures that questions and issues are formally logged in the Self Service portal. Aternity may request more contact information from the sender if not currently a registered Support Portal contact prior to logging a case.

Customers experiencing production site down issues requiring rapid response should be raising a Maintenance case via the Self Service Portal and contact Aternity Support Hotline for case prioritization.

4.4 Checking Case Status

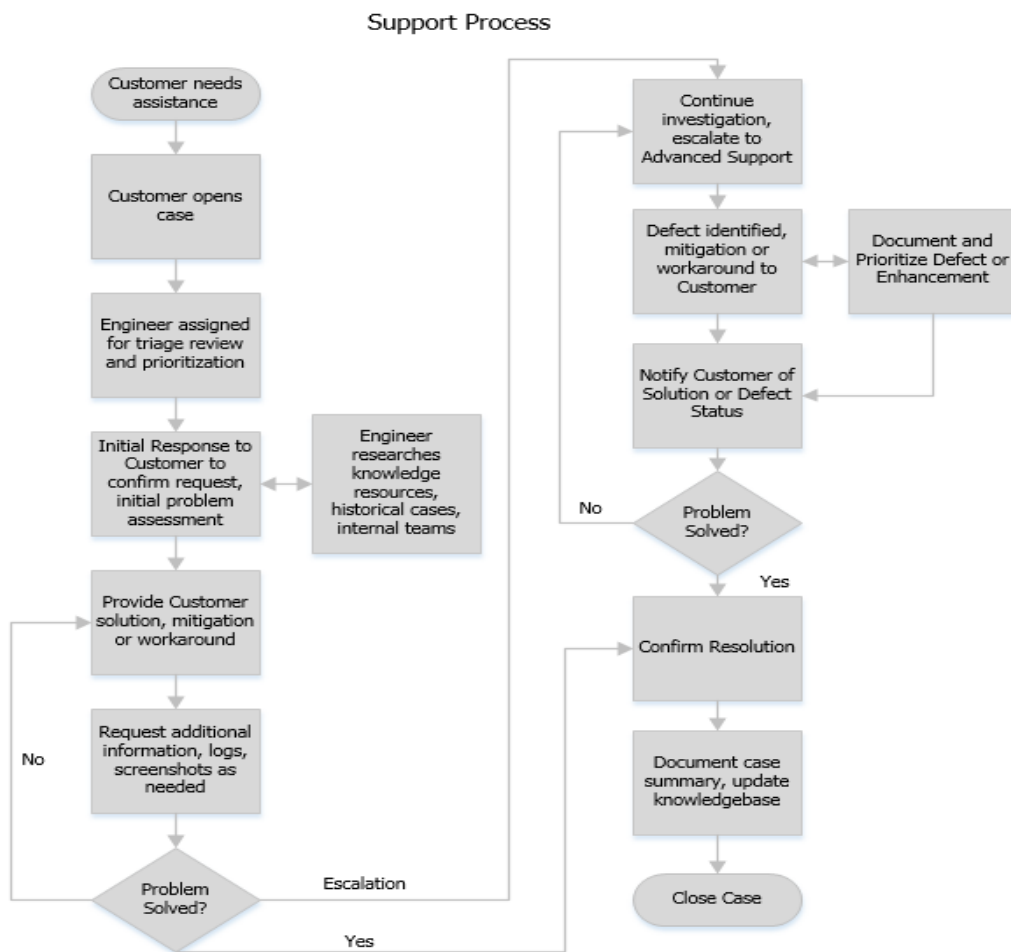
The Aternity Self Service Portal site (<http://www.aternity.com/support/login>) is a primary location for Customers to provide Support Services with information and review updates posted by Aternity Support Services. Additional information available via the Self Service Portal may include: product release updates, Aternity holidays, Tech Alerts, historical cases and Customer Success Manager

point-of-contact. Customers may request periodic summary case reports for reference and review purposes.

4.5 Support Process

Once a Case is opened in the Aternity Maintenance system, a Support Engineer will review, assess and assign the appropriate priority level. The Aternity engineer will communicate with the customer until the issue is resolved. Depending on the nature of the issue, the case can be resolved by the engineer or logged as a defect/enhancement with Product Engineering. Refer to the high level overview of the Maintenance Process diagram.

4.5.1 Diagram of Process



4.5.2 Review Case, verify and update priority

After a Software issue is reported, Aternity’s Support Engineers will acknowledge the case and take the following steps:

- Perform initial triage on the case to determine if the problem reported requires immediate response.
- Review and assign case priority to determine if the proper severity level as outlined in the Case Priority Levels guidelines.

- Research our knowledgebase and internal systems for a problem resolution.
- Evaluate and discuss with other engineers in Aternity Support Services and Engineering and/or third party vendors when appropriate.

4.5.3 Initial Response to the Customer

Upon initial case triage and priority review, cases will be assigned to engineers for ownership and initial response.

- Aternity Support Services will determine if sufficient information is provided to perform an initial investigation and research.
- Support Engineer will provide the customer contact and Initial Response for the purposes of case ownership and provide any initial assessment, recommendations or request more information (logs, dump files and screenshots) relating to the problem report.
- Assigned engineers may request remote troubleshooting session via GoToMeeting or WebEx.

4.5.4 Replicate and collect logs from the customer

- Upon case triage and Initial Case response does not provide sufficient information to provide a resolution, the Aternity Engineers may request more information for deeper investigation research.
- Engineers may attempt to replicate Software problems utilizing the Aternity Lab systems, when applicable. Note that not all customer problems can be replicated on Aternity systems, and may require remote troubleshooting sessions to analyze problems.
- Aternity may request logs, screenshots or other relevant information to assist in the problem resolution. Customers should be prepared to extract and upload logs to Aternity Support Services for diagnostic analysis. These situations may require the customer's internal IT resources to provide necessary information regarding security permissions, network connectivity and configurations to progress investigations.

4.5.5 Mitigate issues and Downgrade Case Priority

- For high severity cases, Aternity Support Services will focus on initial problem mitigation to restore the customer's Software so that it operates in substantial conformance with the Software's documentation. Actions to accomplish this objective may require workaround solutions to known problems, patches, disabling monitors, agents or adding processes to blacklists. Once the negative performance impact is mitigated, Aternity may reduce the case priority level, inform the customer accordingly, and continue to work the case to resolution.
- If code changes are required, Aternity Engineering may issue a patch to mitigate Software defects. In the event a patch requires time to develop, test or package, Aternity Support Services may recommend short-term workarounds. Support Services will update Customers via regular communication until a final patch is available. Patch components will be posted on the Aternity File Repository site. If necessary, Aternity Support will be available to assist customers with patch implementation.
- Once the issue is resolved, Aternity Support Services will "Close" the case accordingly.

5. MAINTENANCE RESOURCES AND TOOLS

5.1 Success Portal

The Aternity Success Portal (<https://success.aternity.com>) is a centralized location for Customers to access the Self Service Portal to log support cases, check the status of existing cases, Software updates, technical documentation, and search the Knowledge Base.

Aternity Maintenance Site Resources:

- 24 x7 Aternity Self Service Portal Site
 - <http://www.aternity.com/support/login>
- Product updates, patches, Maintenance case uploads/downloads
 - File Exchange - <https://files.aternity.com>
- Knowledge and Training Courseware
 - Success Portal – <https://success.aternity.com>
 - Product Documentation v9.0 – <https://help.aternity.com>
 - Knowledge Repository - v8.x and earlier - <https://knowledge.aternity.com>
 - Release Notes
 - Installation Guides
 - Software Documentation
 - Training Content
 - Technical Alerts
 - Newsletters

These site resources identify users by a unique login profile presenting information specific to that Customer.

The Aternity Maintenance Portal profile is required to access the online Self Service Portal. Aternity customers, partners and resellers may request a portal profile via email to Aternity Support at: **support@aternity.com**. All requests will be reviewed to ensure that the person is associated with a customer that is in good standing and has an up to date and paid Maintenance contract prior to activation.

5.2 Product Documentation

Aternity maintains multiple product document sites, both containing version specific reference content. Refer to the appropriate site based on your product version.

Aternity Online Help site is located at (<https://help.aternity.com>). This site is designed for the latest product documentation of Aternity Workforce APM 9.0.

Aternity Knowledge Repository (<https://knowledge.aternity.com>) is the resource site for version 8.0.x and earlier where customers can access, research and download the latest Release documentation, installation guides, platform documents, release news, Technotes and Knowledge base content. Additional tools include Aternity training courses, webinar recordings, training events and product videos.

During implementation, the Aternity Workforce APM server is configured to access the Knowledge Repository via a pre-defined "*installationKey*" profile for seamless access to the documentation

resource. Users may request unique profile access via email request to: **enablement@aternity.com**. Aternity Support Services will review the request and provide instructions with a unique company security key for user registration.

5.3 Files Exchange

Aternity Files Exchange (<https://files.aternity.com>) is the FTP resource for file uploads/downloads when Customers interact with Aternity Implementation and Support Services. Files uploaded during case investigations or implementation activities are transient materials and subject to deletion when cases or projects are closed. Aternity does not maintain contents in archive for historical reference. Any files transferred to Aternity will not be retained longer than 30 days after project and case closure. Customers are responsible for retaining an archive of any files, signatures, recordings, logs, dumps or hotfix files transferred during case investigations.

Customers are responsible for reviewing file contents prior to transfer to ensure compliance with any data privacy laws, rules or regulations and applicable company security protocols with respect to confidential data and privacy information. Aternity does not need, nor want, personally identifiable information.

5.3.1 File Type Examples

- a. Aternity Assistant – provides a non-invasive way for Aternity Support to collect diagnostic information on the user’s machine, without initiating remote diagnostic sessions. Information collected is automatically uploaded to the file exchange repository for diagnostic analysis.
- b. Access to Aternity’s FTP site to exchange files. Each customer is allocated a secure area for uploading proprietary content. Typically, customers may upload/download:
 - i. System Logs – Generally used for problem diagnosis – particularly for problems that cannot be reproduced outside the customer environment.
 - ii. Agent Logs – for troubleshooting end user environment configuration.
 - iii. Activity Signatures or other Configuration Files – Used when support needs to review validity of configuration or to test problems in the Aternity lab.
 - iv. Patches and hotfixes delivered for problem testing and resolution.

5.4 Download Site

Aternity Download Site (<https://files.aternity.com>) is the distribution source for all the latest Aternity Software releases. Use of this system requires a secure username and password providing authorized customers access to their Aternity Software entitlements. Access is available to customers with active Software License and/or Maintenance Agreements.

5.5 Learning Portal

Aternity Learning Portal (<https://learning.aternity.com>) is the knowledge resource site to help customers and partners maximize their Aternity value through extensive hand-on training and certifications. The training programs are delivered by expert instructors and are focused on role-

specific learning paths to enable customers and partners to use, administer, customize and enhance the Aternity platform.

5.6 Remote Screen Share

Aternity Support Service Engineers utilize remote screen sharing capabilities on an as needed basis to diagnose and troubleshoot problems reported in cases. Aternity primary tool of choice is Citrix GoToMeeting which would be initiated by the Support Service Engineers. Secondary screen sharing tools like WebEx or Customer tools may also be acceptable tools to troubleshoot cases.

5.7 Troubleshooting Tips

Aternity Knowledge Repository is the primary location for the latest Software documentation, technical notes and troubleshooting tips to provide customers a higher level of self service. Please refer to the links below or search the Aternity Knowledge Base for the latest related troubleshooting content.

- Agent – Information on initial problem assessment for agent performance and steps to mitigate negative value issues. ([Related Article](#))
- Server Mitigation – Information on initial problem assessment for system outages and steps to analyze and mitigate issues. ([Related Article](#))
- Dashboards – Information on initial problem assessment should customers experience problems with dashboard functionality or loss of services. ([Related Article](#))
- Log collection – Training material on proper log collections and analysis. ([Online Course](#))

6. SCOPE OF MAINTENANCE

6.1 Signature Support

Aternity provides Maintenance for Aternity tools related to the creation, development, recording and output contents used to author signatures or custom monitor development. However, developing signatures for the purposes of capturing activity measurement would be categorized as customizations and require Aternity Consulting Services activities. Aternity Support Services will attempt, where applicable, to identify defects in the Aternity Software tools used to generate signatures. Customers requesting assistance developing or diagnosing signature issues may require Consulting Services. Customers are responsible for the maintenance and archival of signatures, monitors or recording assets delivered as part of Consulting Services projects.

6.2 Oracle Support

Aternity provides an embedded Oracle Enterprise Edition database with partitioning support to be used solely in conjunction with the Software. Aternity provides support for the Oracle database as related to the specific usage integrated with the Aternity Platform. Examples of such issues may be the Aternity data, schema, slow-running queries and application-specific issues are covered by Aternity Technical Services. Database management for standard maintenance and patch updates is the responsibility of the Customer's internal database resources.

6.3 Operating Systems

Aternity provides support for operating systems which Aternity identifies as supported configurations defined in the product system requirements. Aternity will provide reasonable assistance to the Customer or vendor as it relates to the use and understanding of the Software or case reported for investigation.

6.4 Installations and Upgrades

Customers are responsible for performing Software installations, upgrades, updates and maintaining custom configurations. Aternity Support Services will be available to assist diagnose technical issues should they encounter difficulties or questions related to these activities. Customers may contract Aternity Support Services for the purposes of installation, upgrades and updates should there be resource constraints to maintain the Software.

6.5 Third Party

Aternity provides support for products which are licensed, integrated and distributed for use with the Aternity Software. Examples of, but not limited to such products: Oracle Enterprise Database and Tableau Analytics Server. If issues arise with other vendor's software, Aternity will use our skills and available technologies to assist Customers with resolution. The Customer may, however, be requested to log a product support case with the relevant third party vendor.

7. CUSTOMER SATISFACTION

7.1 Customer Satisfaction

Aternity's goal to continuously improve the services we provide and a key part of this process is to hear how we are doing from our customers. The valuable input we receive will help Aternity spotlight areas where we need to focus more attention. One key element of Customer Satisfaction performance focuses on our First Response SLA targets analyzed weekly to ensure optimal compliance as noted in Section 3.2-Initial Response. Additional survey subject matter may focus on current infrastructure needs, application usage, future technologies, or Services delivered like, Hosting, Training, Implementation or Support experience. Results are shared with our Client Services team and available upon request.

Appendix A – Aternity SaaS Coverage

The following additional terms and conditions are applicable to those customers accessing and using the Aternity Workforce APM software (“Software”) in a hosted model.

1. **Implementation.** As part of the implementation, Aternity will provide customers with a Customer Administrator user rights that will allow customers to create users and control their roles and privileges to the Aternity console. In order for customer devices to report to the Aternity system, Customers will need to make sure that the firewall is opened to the IP addresses provided by Aternity over port 443. In the case where these ports are not accessible from within the customer’s network to the SaaS Aternity system, data will not be collected from the impacted devices.
2. **Maintenance.** Aternity reserves the right to perform monthly and periodic maintenance to the Software. Aternity will use its reasonable efforts to perform such maintenance services between 2:00am ET and 4:00am ET. Aternity will notify customers if service hour windows are extended to complete scheduled changes. In the case where Aternity changes the IP addresses of the systems, customers will be provided with the new IP addresses one week prior to the change.
3. **Platform Upgrades.** Aternity reserves the right to perform monthly and periodic upgrade to the Software. Aternity will use its reasonable efforts to perform Monthly and periodic upgrades over the weekend, on holidays or between 2:00am ET and 9:00am ET.
4. **Data Backup.** The Database is fully backed up, leveraging AWS S3 secure and durable storage, located on different sites for Disaster recovery purposes. Tests are performed on regular basis to ensure minimum downtime on recovery process. Backups are retained for 7 days.
5. **Data Access.** During 30 days after the effective date of termination or expiration of this Agreement, Aternity will keep the customer’s data available for customer access. After that 30-day period, Aternity will have no obligation to maintain or provide any access to the data.