

Standard Software Maintenance & Support

Standard Software Maintenance for Imaging workflow solutions is provided for the first year from the date of purchase and is purchased annually thereafter; it is included each year for subscriptions. *Includes:*

- **New releases & upgrades:** Products and licenses are accessed via private login to an online license site.
- **Installation Support:** Includes scheduled support for software installation, SQL Server connection, and for establishing communication that demonstrates the initial connectivity and operation of the application. It does not include Professional Services for custom installations, configuration, analysis, training, or testing. Every purchase should include a Professional Services component to assist with the initial site-specific custom configuration, setup, & testing as defined by the quote or statement of work.
- **Production Support:** Includes services related to operational use of advertised or purchased features of the covered software product on live, production systems where the operation or use of the system is impacted, i.e., it is for when a running system breaks. Assistance is provided until such time that an issue is fixed or is determined to not be a software feature failure or bug. It does not include Professional Services for adding new configurations, functions, or features or for training, testing, or analysis. If a client modifies or creates a customization, then any assistance related to support of such custom components is provided via Professional Services.
- **Response time:** One business-day; provided during Laurel Bridge normal business hours.
- **Renewal:** Annual. If maintenance has lapsed, it may be made current by paying the cost for the lapsed years.

Priority Support

Priority Support for production issues is available under a separate contract agreement and includes:

- 24 hr. x 7-day access for production issues only; access via: <http://www.laurelbridge.com/support>
- Provides three selectable response levels

Special Event Support Package

Provides temporary, remote telephone and e-mail support services coverage for special, off-hours activities:

- Covers weekends and other times outside normal business hours; signed terms are required
- Reserved in advance; covers a 3-day (72-hour) period; may be rescheduled once with one business day notice
- Price is quoted; includes a non-refundable base cost; any additional support requested is billed separately

Professional Services & Customizations

- For new configurations, functions, or features, and for deployment, training, testing, analysis, or consulting
- Costs for Professional Services and any customizations are quoted
- Request for access to services must be scheduled; see: <http://www.laurelbridge.com/support>
- Once pre-paid service is consumed, replenishment is required prior to start of additional service
- Pre-paid services expire after two years of non-use

Notes

- **Application Support and Professional Services are provided as follows:**
 - Accessed via: <http://www.laurelbridge.com/support>; provided remotely via telephone and e-mail
 - Excludes weekends and Laurel Bridge holidays
 - Hours are logged at a ½-hour minimum per incident and ½-hour increments thereafter
 - Annual Software Maintenance renewal costs are based on the current, full, undiscounted list price of the product. Application feature options, additions, upgrades, or customizations add to the maintenance cost
 - Multi-year support plans or extended warranty options are available
 - Corrections for reported software defects are at no additional cost to purchaser, are determined and made at LBS's sole discretion, and do not impact a purchaser's pre-paid support accounts
- **Special cases:** see the product-specific Terms and Conditions sheets for additional details
 - **PowerTools:** Includes installation support only; all other assistance is via Professional Services
 - **DCF:** Toolkit/SDK maintenance includes a fixed amount of hourly technical support; DCF server run-time license maintenance only provides access to library upgrades, it is regulated by a DCF Software Licensing Agreement
 - **Exodus:** Exodus Migration Controller is normally licensed for a single project at a single facility, for such case no software maintenance plan is required, upgrades are included, and all support is via Professional Services

When you contact Laurel Bridge support, we frequently ask you:

- Which product, version, & serial number are you using?
- What computer system is it installed on: O/S & version?
- Do you have log files that show the issue of interest?
- Can you repeat the issue? How?
- Do you have sample data that causes or demonstrates the issue?
- Does your question involve other peripheral systems?

How to:

❖ **Request standard product support**

- To create a support case and be assigned a case number, complete the support request form at www.laurelbridge.com/support; a response notification will be sent immediately
- Alternately, for some products, select "Support Request" from the "Help" dropdown menu in the application GUI

❖ **Request Priority Support** (Only available to those who have purchased this option)

- Submit a request by logging in to our "Customer Login" web site and clicking an option under the Support section (Access is available via the "Customer Login" link at the upper right of www.laurelbridge.com)
On-duty support personnel will receive prompt notification of your request, based on the priority you selected
- For exceptions, follow the emergency contact procedure outlined in your Priority Support contract

❖ **Transfer a software license to a new machine**

- Complete the License Transfer Form available at www.laurelbridge.com/support
- E-mail the completed form to support@laurelbridge.com

❖ **Download the latest version of my application**

- Login to our license site via the "Customer Login" link found at the upper right of the www.laurelbridge.com website
- On the Home page, under the "Products" group, click "Download software"
- A list of software products (only those with active maintenance) that you are eligible to download will be presented

❖ **Suggest a new product feature or workflow or use-case scenario**

- Complete the General Support Form at www.laurelbridge.com/support
- Describe your suggestion and note in your description that this is a "New Feature Request"

❖ **Report a bug**

- Complete the support request form at www.laurelbridge.com/support
(Alternately, for some products, you may submit a "Feedback" request from the "Help" dropdown menu in the application)
- List the product name, version, and note in your description that this is a "Bug Report"
- Provide a full description and, if possible, describe how to duplicate the error

❖ **Get an account for the LBS "Customer Login" site or for the "User Forum" site**

- Click the "Customer Login" or "User Forum" link at the upper right of the www.laurelbridge.com website
- For the "Customer Login" page, under "New Users", click "Request Access"
For the "User Forum" page, click the "REGISTER" option
- You will be presented with a form where you may submit your request
- User accounts are only available to LBS customers; please use your company email address

❖ **Reset my password for the "Customer Login" site**

- Click the "Customer Login" link at the upper right of www.laurelbridge.com
- Near the bottom of the screen, enter your registered e-mail address
- Click the "Please reset my password" button, which will cause a new password to be sent to your registered e-mail address