

DashboardFox Support Guide

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SUPPORT COMMITMENT

DashboardFox Support commits to:

- Troubleshoot your software product issues when you are experiencing unexpected results.
- Provide guidance and offer tips and techniques for new development or maintenance.
- Reproduce potential software code problems, provide alternative solutions or workarounds, and log your potential software code errors for evaluation and potential correction.

To help customers with support for DashboardFox we offer 2 levels of support.

COMMUNITY SUPPORT

A completely free option available to everyone in your team for as long as you use DashboardFox, regardless of if you have an active priority support subscription or not. Community support features are outlined below in this document.

PRIORITY SUPPORT

Included for the first year of the initial purchase of DashboardFox and then an optional renewal thereafter. The priority support subscription provides direct access to our customer support team and includes priority service level agreements for response and resolution times, as well as live remote support to troubleshoot and solve issue.

If your issue requires advanced assistance, such as detailed guidance on how to use the product or guidance on custom code or specific application attributes, you will be referred to DashboardFox Professional Services. Professional Services experts capable of assisting you by:

- Supplying staff and support for time-critical implementations.
- Designing Models.
- Developing Report Generation Code to meet your specific business needs.
- Application Development, Management, Tuning and Deployment.

THE DASHBOARDFOX SUPPORT MODEL – SUPPORT METHODS

Our vision is for all DashboardFox clients to have a hassle-free experience; from installation to full-scale deployment. Our solutions are deployed into IT software and hardware environments on a combination of hardware workstations, servers, databases, application servers, Web servers and security software. Hardware and software environments are typically housed in a physical location, and can host many applications.

To support the users of these applications, DashboardFox offers several options as follows:

COMMUNITY SUPPORT FORUM

All customers, regardless of the status of an active maintenance plan, has access to the DashboardFox community support forum at <https://support.dashboardfox.com>.

Users are able to search for problems and solutions, post questions, or comment and respond to other user questions.

Violations of the support forum code of conduct may result in a temporary or permanent ban from posting in the community.

PRIORITY SUPPORT PLAN

All initial orders of DashboardFox includes 1 year of priority support. Thereafter it is optional for a customer to renew if priority support is desired.

Customers with an active priority support subscription get direct access to the DashboardFox customer support team, accelerated service level agreements and the support features outlined in this document.

Priority Support customers are able to submit tickets directly to the DashboardFox support team via their customer portal account – <https://myaccount.5000fish.com>

PRIORITY PLAN REINSTATEMENT

If your priority plan subscription has expired and it is not renewed within 60 days after the date of expiration, you may reinstate the priority plan services by paying a reinstatement fee. This fee is equal to 150% of the renewal fee from the date of original expiration. Optionally, you can purchase a new set of licenses which will include 1-year of priority support by default.

NOTE: The new licenses must be equal to or greater than the initial set or alternatively the initial set can be disposed of and replacement by the lesser amount to reinstate the 1 year or priority support service.

PER SERVICE REQUEST PAYMENT OPTION

If your priority plan subscription has expired, you can also purchase support on a per-usage basis. Please contact team@dashboardfox.com for the cost of this professional service option.

ADDITIONAL SUPPORT OPTIONS

All users of DashboardFox are provided 24X7X365 access to the following self-service support options:

- Help Guides - Product tutorials for installation and usage of DashboardFox – <https://help.dashboardfox.com>
- Video and Tutorials - Product demonstrations, webinars, tips and tricks, and other videos to highlight features of DashboardFox – https://www.youtube.com/channel/UC_VKWa2-LrHGksoE7UqO3uA/
- Roadmap, Ideas, and Changelog – Submit and vote for ideas that lead to the further development of DashboardFox – <https://roadmap.dashboardfox.com>

PROFESSIONAL SERVICES

For organizations that need staff augmentation or professional services, the DashboardFox team can provide remote services ranging from implementation, configuration, report and dashboard building, customization, and more. Contact us at team@dashboardfox.com to discuss requirements.

MULTI-VENDOR (THIRD PARTY) COORDINATION

DashboardFox Support makes no assurances regarding resolutions related to technology partner or third-party products. If we determine that your problem or symptom results from an error in software from third-party software from another vendor, we will use reasonable efforts to resolve the issue with the vendor or technology partner on your behalf or ask you to open a ticket directly with the identified vendor or technology partner.

You must have an active priority support maintenance plan with DashboardFox and the technology partner or third-party vendor. DashboardFox Support will continue to work with you, the vendor and/or technology partner as needed to isolate and resolve the problem.

SUPPORT PLAN FEATURES

The below table provides the distinct features between the community support and priority support plans.

Features	Community Support	Priority Support
Hours of Operation	24/7	Weekdays 8am – 6pm EST excluding holidays
Length of Service	Lifetime	First year included in initial purchase, then optional renewal
Method of Access	https://support.dashboardfox.com	https://myaccount.5000fish.com
Response Method	via Community Forum	Telephone/Email
Remote Support	No	Yes
Live Knowledge Transfer	Public webinars and live events	Yes, via customer support screen sharing
Max Number of Technical Contacts per Contract	No limit to number of community registrations	5
Number of Support Requests	No limit to number of questions posted*	None
Target Response Times Critical High Medium Low	Our team actively moderates and responds to inquiries but there is no promised timeframe to response.	2 business hours 4 business hours 12 business hours 24 business hours
Target Resolution Targets Critical High Medium Low	Our team actively moderates and responds to inquiries but there is no promised timeframe to resolution.	The following resolution targets should be viewed as median resolve times measured over a period of time, and not as resolve times for all Service Requests. That means that often Service Requests will actually be resolved faster. 2 business days 5 business days 10 business days 20 business days

- Users can have posting privileges terminated for violating the community support code of conduct.

PRIORITY SUPPORT RESPONSE TIME DEFINITIONS

Priority	Business Impact	Recommended Contact Method	Description Response	Target*
1	Critical	Online	The application is unavailable in a production environment and no workaround is available.	2 hr.
2	High	Online	The application is restricted and there is no workaround or alternative available.	4 hr.
3	Medium	Online	Use of the application is restricted, though a workaround or alternative solutions is available.	12 hr.
4	Low	Online	Request for information, enhancement or product clarification.	24 hr.

PRIORITY SUPPORT SERVICE REQUESTS

Active subscription of priority support can submit service requests via their customer account portal – <https://myaccount.5000fish.com>

All requests for Service, Support, Training and/or Enhancements are logged by the DashboardFox support team. We work closely with client representatives to prioritize and manage these requests through resolution.

We understand that you are looking for more than just a response to your Service Request (SR) - you want to know when an issue is going to be resolved. We strive to resolve your issues as fast as possible with the highest quality and look for direct confirmation from you that the issue has been resolved.

However, there are instances when an issue will be deemed resolved without your direct input. Below is a list of reasons why an issue may be deemed as resolved.

- You tell support that the issue is resolved or can be closed.
- The issue is not due to an error in the DashboardFox product.
- Instructions are provided to you on how to correctly deploy or use the product feature in question.
- A workaround to achieve similar results is provided and accepted by you.
- You are informed of a scheduled product release that contains an error correction for the issue.
- The issue is classified as an enhancement request and DashboardFox team determines that such a change will not be undertaken.
- The issue would require a change in existing product functionality and DashboardFox team determines that such a change will not be undertaken.
- The issue is determined to be a third-party vendor issue and you agree to transfer the problem to the third-party vendor for resolution.
- DashboardFox Support has been unable to contact you (three attempts must be made by Support) or, seven consecutive business days have passed awaiting a response from you. To ensure timely resolution, the Support Contact who logged the Service Request (SR) must be readily available throughout the time period that the Service Request is being worked on. Any closed Service Request can be reopened within 28 days.



In some cases, we may discover that a client requires additional expertise and knowledge that can only be gained through product training or a professional services engagement. In these cases, the request will be transferred to the appropriate services staff for follow-up. Additionally, if the issue cannot be reproduced in a baseline/supported environment and it is determined that a professional services engagement is required to assess customization, design or architectural influences that might be causing or contributing to the issue, the request will be transferred to the appropriate service staff for follow-up.

PRODUCT CONTINUATION, MAINTENANCE AND RELEASE MANAGEMENT

5000fish, Inc. invests significantly in enriching its products.

UPGRADE PLAN

For the first year of purchase for your initial license, you are entitled to upgrades to all new DashboardFox features. Thereafter it is optional for a customer to renew if upgrades are desired.

Having an active upgrade plan subscription allows the Customer to apply the latest installation, hotfix, or upgrade file to migrate their installed version of DashboardFox to a newer version.

If the term of the upgrade plan license has expired, the software will prevent the upgrade to a newer version than the date of expiration of the Upgrade Plan License. Attempting to bypass or alter the upgrade plan licensing protection to apply unallowed upgrades will void perpetual software licenses.

ACCESSING UPGRADES

All customers can access the latest version of DashboardFox they are entitled to via their customer account – <https://myaccount.5000fish.com>

For customers with expired upgrade subscription, the last eligible updates and DashboardFox installation files will be maintained in your account. You can also contact us at team@dashboardfox.com should reinstallation or rekeying of servers are needed.

For all issues that are deemed to be critical security bugs, hotfixes will be provided regardless of the customer upgrade subscription status. It is in the sole discretion of the DashboardFox team to determine what hotfixes and upgrades fall into this category.

UPGRADE PLAN REINSTATEMENT

If your upgrade plan subscription has expired and it is not renewed within 60 days after the date of expiration, you may reinstate the upgrade plan services by paying a reinstatement fee. This fee is equal to 150% of the renewal fee from the date of original expiration. Optionally, you can purchase a new set of licenses which will include 1-year of upgrade support by default.

NOTE: The new licenses must be equal to or greater than the initial set or alternatively the initial set can be disposed of and replacement by the lesser amount to reinstate the 1 year or upgrade support service.

PRODUCT RELEASE TYPES

NEW RELEASES

New Releases (Major and Minor versions) feature new capabilities, newly supported environments, architectural enhancements, and improvements in: quality, scalability, and performance. New Releases are fully regression tested and typically require a full uninstall/reinstall of DashboardFox.

New Releases are signified by an increment in the major version number, represented by the digits to the immediate left of the first decimal in the version number, or by an increment in the minor version number, represented by the digits to the immediate right of the first decimal in the version number (for example, DashboardFox v11.2).

MAINTENANCE RELEASES (REFRESH PACKS)

Maintenance Releases (Refresh Packs) are incremental changes to a Major or Minor New Release, periodically made available to supported customers with current upgrade plan subscriptions. They primarily address problems with the software that have been reported by customers or uncovered through our own investigations. Maintenance Releases are also used to add support for new environments. In some cases, they may contain new capabilities and improvements but to a lesser degree than a New Release. Maintenance Releases are subject to full regression testing and include the accumulation of corrections made in all previous Maintenance Releases since the most recent New Release. They may require a full install/reinstall of the impacted product.

SERVICE PACKS (HOTFIX PACKS)

Service Packs, also called Hotfix Packs, provide regular, high quality and stable error correction releases. Service Packs use automated regression test suites to exercise the release prior to it becoming generally available. Service Packs contain selected critical corrections implemented since the last regression tested release, such as a New or Maintenance Release (Refresh Pack), or a previous Service Pack (Fix Pack). Unlike Maintenance Releases, Service Packs and Fix Packs do not add new environment support and will not contain new capabilities or enhancements.

Service Packs and Hotfix Packs are not fully installable products; they are targeted corrections to specific product components. You must already have a Base Release installed in order to deploy a Service Pack or Fix Pack into your environment.

PRODUCT END-OF-LIFE (EOL)

End-of-Life is the date in which DashboardFox product management will no longer issue any releases of any type for a product. This applies to all language versions, platforms and channels for that product (unless otherwise noted).

By default, version of DashboardFox that are more than 24 months old are considered EOL.

Products that are EOL will be given a reference status of Obsolete. It may still be possible to obtain support for products with a status of Obsolete through a services engagement with Professional Services.