



# **DWE Support Guide**

**CNS**

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## About this guide

This guide defines the support services provided as an option with DataWarehouse Explorer (DWE) and DataWarehouse Explorer Portal (DWE Portal). We also explain how you can contact the DWE Support Desk with questions or issues concerning the usage of DWE and DWE Portal.

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## Introduction

CNS International, the creator of DataWarehouse Explorer, is committed to providing high-quality customer and technical support to customers and partners. In support of this commitment we have defined a range of support options and procedures. This guide explains how you can get help from the DWE Support Desk and what to expect from us when we're working to resolve your issue.

## Who can contact DWE Support Desk

Anybody working for an organization that purchased DWE licenses and has a valid support agreement in place can contact the DWE Support Desk with questions and issues. Anybody working for a CNS Reseller Partner can also contact the DWE Support Desk with issues concerning the not-for-resale (NFR) licenses and for support in pre-sales situations. And lastly, anybody who is currently evaluating DWE using a valid trial license can contact the DWE Support Desk.

## Contacting DWE Support Desk

You may contact the DWE Support Desk in the following ways:

Telephone:	+31 88 388 0006
DWE Online Support Center:	<a href="http://www.dwexplorer.com/Support/Online-Support-Center.aspx">http://www.dwexplorer.com/Support/Online-Support-Center.aspx</a>
Email:	<a href="mailto:support@dwexplorer.com">support@dwexplorer.com</a>
Fax:	+31 88 388 0001

## Hours of operation

DWE Support Desk is staffed Monday through Friday from 8.30 until 17.00 CET (Central European Time), except for national holidays in the Netherlands. The DWE Support Desk will be closed one day each year for a company outing.

## The scope of DWE Support

You can contact the DWE Support Desk with questions or issues regarding installation, configuration, functionality and maintenance of DWE and DWE Portal. This applies to all licensed and currently supported versions of the products.

The above does not apply to third party products used in conjunction with DWE or DWE Portal. This includes, but is not limited to questions about cube and database design, MDX queries and calculations, and networking issues. If you would like help on these type of issues, you can ask CNS International for paid consulting services through the DWE Support Desk or our Sales Department ([sales@dwexplorer.com](mailto:sales@dwexplorer.com) or +31 88 388 0005).



## Before contacting support

Please go through the list of steps below before contacting DWE Support Desk, so we can help you most efficiently:

- Consult the help information inside DWE.
- Check the knowledge base on the DWE Online Support Center.
- Make a note of which version of DWE, Microsoft Windows, Microsoft SQL Server and any other relevant hardware/software you are using.
- If applicable, record any warnings or error messages you receive and under which circumstances those occur.  
In DWE you will have the option to Save Details whenever an unexpected error occurs. We highly recommend using this option as it creates 3 files with helpful information to send to the DWE Support Desk.
- Make sure the issue is related to the usage of DataWarehouse Explorer itself as opposed to the data model accessed through DWE.

## Logging and monitoring support cases

The first time you log an issue at the DWE Support Desk you can do so by email, phone or fax (for contact details see above). At that time you can request a username and password for the DWE Online Support Center. Once you received your personal username and password you can monitor, edit and create support issues 24 hours day, 7 days a week. You can still use all methods of contact to communicate with the DWE Support Desk to report issues. All your support issues will show up in the DWE Online Support Center, no matter how you initially reported them.

## Monitoring your license activations

You can track the number of licenses you own and who activated how many of those licenses through the DWE Service Center (<http://servicecenter.cns.nl>). When you purchase DWE licenses you will receive a username and password for this area of the DWE Online Support Center.



## DWE Support Desk response times

The DWE Support Desk will try to respond to any queries as soon as possible. For prioritization purposes the DWE Support Desk will use the issue severity level classification as shown below. Please let the DWE Support Desk team know if you think your issue should be categorized as a level 1 or 2 issue.

Severity Level	Description	Examples	Initial response time <sup>1</sup>
<b>1 – Critical<sup>2</sup></b>	The system has stopped working without a reasonable workaround available and this has an immediate major impact on the customer’s business.	DWE Portal stops responding repeatedly	2 business hours
<b>2 – Severe<sup>2</sup></b>	Significant functionality is not working and this restricts customer’s operation. No reasonable workaround is available.	Charts do not show up inside DWE.	4 business hours
<b>3 - Serious</b>	Specific functionality is not working, but this doesn’t have a significant impact on the customer’s operation. Severity Level 1 and 2 issues with a reasonable workaround also fall in this category.	Column stacked bar charts do not show in DWE, font resizing in the grid is not available.	1 business day
<b>4 - Medium</b>	Specific functionality is not working, but this has small or negligible consequences for the customers operations.	Error message too technically formulated	3 business days
<b>5 - Low</b>	Small issues without consequences for the use of the software	Typo in the user documentation. Request to revoke product activation for user who left the organization.	5 business days

<sup>1</sup> The initial response time is the approximate time during published support hours within which DWE Support Desk will respond to your issue, other than the automated receive confirmation.

<sup>2</sup> Issues reported under evaluation licenses are not eligible to be classified as a severity level 1 or 2 issue.

## DWE Product Definitions

DWE product releases are supported to run in certain software environments only. Also, the DWE product releases go through a product life cycle and the stage in which DWE release resides influences the level of support we can deliver. This section describes supported platforms, DWE release types and the DWE Product Life Cycle in relation to the level of support.

### Supported Platforms

All versions of DataWarehouse Explorer are supported on certain platforms only. A platform is the combination of:

- Client operating system, including supporting technologies (e.g. .Net, Silverlight)
- Server operating system, including supporting technologies (e.g. IIS, .Net)
- Web Browser
- Microsoft SQL Server
- Microsoft Office, including Microsoft SharePoint
- Any other third party software that needs to be installed and configured for DWE to operate



Any issues with running DWE on a supported platform will be resolved through the standard DWE Support Desk procedures. Any issues that cannot be reproduced on a supported platform may not be resolved.

Please refer to the documentation of a specific DWE release for the list of platforms supported by that release.

### DWE product releases

DWE products are made available in major and minor releases. A major release is represented by the first digit of the release (e.g. DWE 4.3) and minor releases are represented by the second digit of the version number (e.g. DWE 4.3). Hot fixes may also be provided for certain releases and they are identified by a string of numbers after the number of the applicable release (e.g. 4.3.9021.1224). Below are the descriptions of the DWE release types:

- Major releases  
A major release of DataWarehouse Explorer introduces new areas of functionality. A major release can hold far-reaching changes and therefore some manual labor can be required to upgrade existing DWE reports to a new major release. With a new major release the support for specific platforms in which DWE operates can be dropped.
- Minor Releases  
A minor release of DataWarehouse Explorer introduces new functionality built on the applicable major release. A minor release will bundle the hot fixes for the previous release and can contain additional bug fixes. Migrating to a new minor release can be done without requiring manual labor to upgrade existing reports. A minor release can add support for a new platform in which DWE operates, but will not drop support for an existing platform.
- Hot fix  
A hot fix is a change to a major or minor release that fixes a specific, urgent severity level 1 or 2 issue. A hot fix is only available upon request and at the discretion of CNS International Product Management.

### DWE Product Life Cycle

Support for specific releases of DWE is based on the DWE Product Life Cycle (see below). Please refer to the support pages on our web site (<http://www.dwexplorer.com/Support>) for an overview of DWE releases and the stage they are in.

Stage	Description
1 Early Adoption	The software is sold to and implemented at selected customers only. Existing customers with a support agreement cannot upgrade to the new version yet, unless agreed with CNS International. DWE Support Desk will help customers with issues and hot fixes may be supplied. The Early Adoption stage can be omitted for certain releases
2 General Availability	The software is the current major release. All new customers and partners will receive this release. All existing customers with a Support Agreement and all CNS Reseller Partners have the right to upgrade to this release. Bugs will be resolved through new minor releases. Hot fixes can be provided, though only on the latest minor release.
3 Maintenance	The succeeding major release has gone into the General Availability stage less than a year ago. No new minor versions will be released on this major release. Hot fixes may be provided, but only on the last minor release. New customers will not be able to receive this version, but existing customers can purchase additional licenses of this version.

<p><b>4</b> Support</p>	<p>Starts 1 (one) year after the succeeding major release has gone into the General Availability stage. The DWE Support Desk will help customers with a valid Support agreement with any issues on this release. However, hot fixes will not be released on this version, so customers may have to upgrade to a more recent major release when a hot fix is required. New customers will not be able to receive this version. Existing customers cannot buy additional licenses of this version anymore. Unless communicated differently, support mode will stop 4 years after the release of the succeeding major release.</p>
<p><b>5</b> Retired</p>	<p>The software is not supported anymore by CNS International. No releases or hot fixes will be made available. CNS does not guarantee adequate knowledge on the Support desk to help customers with issues. New customers will not be able to receive this version. Existing customers cannot buy additional licenses of this version anymore. By default a release will move into the Retired stage 4 years after the succeeding major release has gone into the General Availability stage. If a release will move into the Retired stage at a different point in time, this will be announced at least 12 months upfront. When a product is in Retired Stage, CSN International can choose to stop the support for license activation and revocation at any time.</p>

### DWE language versions

New releases of DWE will initially be released in English, Dutch and German. Other languages will follow approximately 60 days after the initial release.

### Terms of subscription

Below are the general terms for a support and maintenance subscription with DataWarehouse Explorer.

1. Subscriptions expire at the end of the month in which the first anniversary of the starting date occurs. Multiyear subscriptions are available.
2. All user licenses owned by the customer must be covered by a support subscription. Additional licenses, purchased after the starting date of the subscription are subject to prorated support fees based on the remaining period of the subscription.
3. Each support subscription will renew automatically for a like term unless either party notifies the other in writing of its intention not to renew the subscription at latest two months before the end date of such subscription.
4. Support subscription renewals can be subject to a price increase to a maximum of five (5) percent over the previously invoiced amount for support.
5. Subscriptions that are not renewed within 30 days of expiration will be assessed a 20% reinstatement fee in addition to the standard fee, retroactive to the expiration date.
6. Subscriptions expired more than 60 days cannot be renewed and therefore access to the DWE Support Program requires re-purchase of the software licenses.