

Tech-X Corporation Maintenance and Support Policies OptSolve++

OVERVIEW

These *Maintenance and Support Policies* apply to OptSolve++. Support is available to current license holders of OptSolve++ for demonstrable problems with installing or running current versions of the OptSolve++ software on appropriate hardware or operating systems, as specified in the *OptSolve++ Compatibility Matrix*.

Information about the product and its use, including the OptSolve++ User's Guide and FAQs are available from the Tech-X Corporation website.

To initiate direct email or phone contact with support personnel, you must submit a support incident by contacting Tech-X Corporation with a description of the problem or request and pay appropriate per-incident fees as defined below.

If you are having problems with an older version of OptSolve++, please upgrade before initiating a support incident. For information on obtaining the current version for OptSolve++, see the section *Product Updates and Upgrades* below for more information.

Assistance with technical issues involving products beyond the scope of the support services outlined in this document may be obtained through Tech-X Corporation Technical Services under a separate custom support contract.

These *Maintenance and Support Policies* are subject to change at Tech-X Corporation's discretion.

OptSolve++ COMPATIBILITY MATRIX

Platform	Compiler
Microsoft Windows (2000 XP)	Microsoft Visual Studio.NET
RedHat 9.0 and greater	gcc 3.3
Mandrake 10	gcc 3.3
SuSE 9	gcc 3.3
Mac OS X 10.3 (Panther)	gcc 3.3

SUPPORT SERVICES

Support services are limited to current OptSolve++ license holders and for the original software and documentation provided with the product purchase. Any modifications or extensions of the original software become the responsibility of the user. Support is also limited to products installed and used with the explicitly supported hardware and operating systems as defined in the *OptSolve++ Compatibility Matrix*.

Support Services consist of one or more of the following:

- Assistance with product installation
- Help with product issues involving general usage, operation, and functionality
- Problem isolation and identification
- Error message analysis and resolution
- Bug reporting and problem isolation
- Up-to-date information on current releases, product compatibility, restrictions, enhancements, workarounds and fixes

- Unlimited access to our Frequently Asked Questions (FAQs), usage tips, and useful product information found at the Tech-X Corporation website

MAINTENANCE AND SUPPORT TERMS AND DEFINITIONS

These policies are limited to current *Major* (see below) release versions of the OptSolve++ product. They do not apply to beta, prerelease or early access versions of these products. These policies do not apply to modifications made by parties other than Tech-X Corporation.

Basic Support Service

Basic Support Service is available to licensed OptSolve++ users at no cost. This is the level of support that is provided as part of the OptSolve++ license.

The key features of *Basic Support Services* are:

- Web access to information in FAQs
<http://www.txcorp.com/products/OptSolve>
- Web access to the OptSolve++ mailing list at
<http://fusion.txcorp.com/mailman/listinfo/optsolve-users>
- Opportunity to submit issues to our support department. Resolution will be at Tech-X Corporation's discretion.

Per-Incident Support Service

Per-Incident Support Service is provided to solve a single, specific support incident. This is the level of support that is provided on a fee-per-incident basis to OptSolve++ license holders.

The key features of *Per-Incident Support Services* are:

- Support for resolution of a single, specific incident
- Email and phone access to technical support resources
support@txcorp.com
720-974-1846
- Initial response to support requests within 2 business days
- Resolution response time goal of 5 business days
- Per-incident fee of \$99.00 USD

Support Channels

Tech-X Corporation Technical Support is available via the following channels.

All OptSolve++ Licensees:

Technical Support Via the Web - Found at <http://www.txcorp.com/products/OptSolve>, this information allows OptSolve++ license holders to access technical support via the website.

Per-Incident Support Services Customers:

Email - OptSolve++ license holders can email support@txcorp.com with support issues. Email support requires validation and verification of the incident by the inbound support coordinator.

Phone - OptSolve++ license holders can call the Tech-X Corporation

team at **720-974-1846**. Phone support requires validation and verification of the incident by the inbound support coordinator.

Problem Reporting Checklist

To help us serve you quickly and efficiently, please take a few minutes to gather some information before contacting technical support. We will ask you for:

- Your Name
- Company Name
- Company Address
- Telephone Number
- E-mail Address
- Product Name(s) and Version(s)
- Operating System and Version
- Detailed description of the problem, including any transcripts or error messages that you may have received. We may ask you to send a small test code that compiles and runs, demonstrating the problem. Sample code should be brief, complete, and illustrative.

Product Updates and Upgrades

Tech-X Corporation issues three types of OptSolve++ product releases:

- ***Maintenance (X.Y.z)*** releases provide bug fixes and/or platform updates
- ***Minor (X.y.0)*** releases provide bug fixes, platform updates, and minor product enhancements
- ***Major (x.0.0)*** releases provide bugs fixes, platform updates, and major product enhancements or new features.

Definitions:

- ***Update*** means subsequent Maintenance releases of the OptSolve++ product.
- ***Upgrades*** are Minor or Major releases containing major product enhancements and/or new features.

Tech-X Corporation generally makes *Updates* available to OptSolve++ license holders at no cost (other than media and handling charges). Major and Minor releases can be purchased by current research or industry license holders at a 50% discount off the list price.

Product Version Support

Tech-X Corporation provides Maintenance and Support for the most-current available *Major* version (OptSolve++ version numbering takes the form: <major>.<minor>.<maintenance>) release of OptSolve++ product. Upon release of *Major* updates, previous versions of the same major release become obsolete. No per-incident support is available for obsolete versions of OptSolve++.

Support Incident

Direct email and phone support is provided to OptSolve++ license holders on a per-incident basis. Incidents purchased but not used within the given Support Period of 12 months will be forfeited.

A support incident is any request or report of a problem, submitted by an OptSolve++ license holder that requires the response or intervention of Tech-X Corporation's support personnel.

Any single installation, usage, problem report, or other technical request that involves the verification or implementation of user code, environment state or condition, or interpretation of error messages will be considered a support request.

Multiple problem reports or support requests may not be combined into a single support request.

Support requests do not include requests relating to clarification of licensing state, availability of support requests, or clarification of platform specifications on the currently published Compatibility Matrix.

Defect

A defect is any error, unexpected result, or incorrect behavior that deviates from the expected result or use as described in the product documentation. Architectural modifications in subsequent product releases or failures resulting from the use of undocumented product behavior, or use on unsupported platforms will not be classified as a defect.

Defect Resolution

In order to verify a defect or problem report, Tech-X Corporation may require a test case that can be executed. It should consistently demonstrate the problem. Expected qualitative and numerical results should be provided and explained, if possible.

The severity guidelines below assume that a defect can be reproduced in-house. If Tech-X Corporation cannot reproduce the bug in-house, the customer may be directed to consulting services for additional assistance regarding services and mentoring that falls outside of the scope of Support Services. The time required to create, debug, install or update any test case will be excluded from any stated resolution time goals.

Resolution may be provided in one of three forms:

1. Product Update
2. Explanation of behavior or workaround
3. Patch to code

Initial Response Time Goal

The time for a return call from Tech-X Corporation to acknowledge the receipt of the defect or problem report.

Resolution Response Time Goal

The average time required to provide a documented fix, recommend a workaround, or target the date of availability for a workaround or fix that restores full functionality to the product using best efforts.

Supported Platforms

Tech-X Corporation provides support for the specific combinations of hardware and supporting software (operating system, drivers, etc., collectively together with the hardware, the *Platform*) provided in the current *OptSolve++ Compatibility Matrix*.

Workaround

To resolve unexpected or undesirable behavior, support engineers may provide workarounds or suggestions for the modification of product or product usage to resolve the reported problem or defect. Workarounds are supplied through the best efforts of the support group and may represent changes in the product that have not been fully certified or tested.

Any modifications, suggestions, or workarounds are presented “as-is” without any express warranty or claim of compatibility. Certification and custom programming services are available through Solutions Services.

SEVERITY DEFINITIONS

OptSolve++ license holders may require technical support for problems with OptSolve++ that affect the operability or impede the functionality of OptSolve++. They may also need assistance with implementation issues or require bug fixes or product enhancements. Tech-X Corporation analysts categorize these problems or issues as follows:

Severity Level 1

The problem causes an application linked to OptSolve++ to stop, crash or cease to function. The problem completely stops development efforts. Severity Level 1 problems will be resolved or a full refund will be provided at the customer’s request.

Severity Level 2

The problem severely restricts the functionality provided by OptSolve++ product, but it can continue to run/operate. Severity Level 2 problems will be corrected by Tech-X Corporation using best efforts.

Severity Level 3

The problem significantly restricts the functionality provided by the OptSolve++ product. Severity Level 3 problems include a degradation of reliability or performance or limited access to a non-critical function provided by the OptSolve++ product. Severity Level 3 problems include those for which a workaround has been provided, but for which a permanent improvement is still necessary.

Severity Level 4

Requested performance or usability enhancements will also be considered Severity Level 4 problems, but will be provided at Tech-X Corporation’s discretion.

Last Revised: 08 September 2005