DocuWare

EMEA
Support —
**The solution
factory**

DocuWare
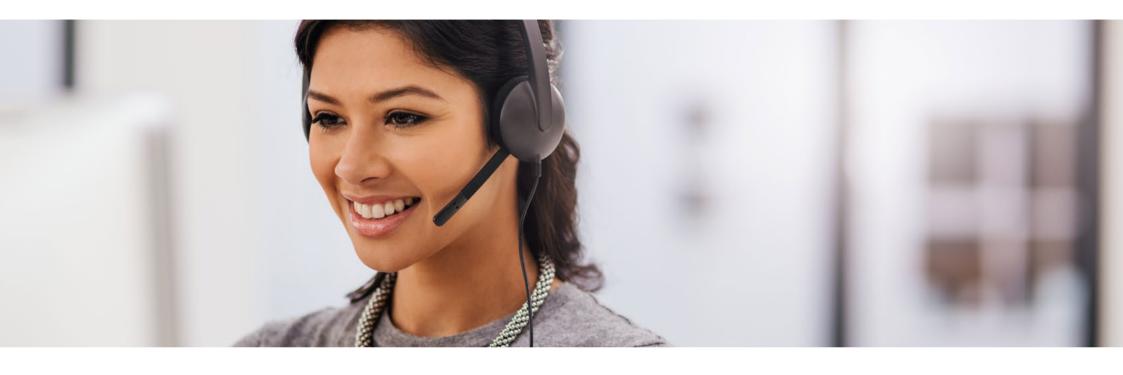
Location

DocuWare Support for the EMEA region is based in Germering near Munich (Germany).

Working hours

Monday to Thursday: 9:00 a.m. to 5:00 p.m.
Friday: 9:00 a.m. to 4:00 p.m.

We observe German national holidays as well as several optional holidays. When we will be closed on a specific date, or have limited working hours, a notice will be posted in the DocuWare Support Portal and in most cases noted in the email signatures of all support staff.

Contract types

DocuWare also offers an optional **SDK Support Agreement**. We provide access to our REST API Toolkit at no charge – available from Nuget. You may purchase an SDK Support Agreement. See General Notes.

Whether you purchased DocuWare from an Authorized DocuWare Partner or directly from us, our software support team is here to help you get the most value from your solution.

Support Contract (on-premises) and Cloud Agreement (DocuWare Cloud)
DocuWare provides free periodic hotfixes and upgrades to your DocuWare product. **Installation of the software, hotfixes, minor updates, and version upgrades by our support team are not included in the contract.**

Additionally, the Support Contract or Cloud Agreement provides unlimited support to you or your Authorized DocuWare Partner in resolving software issues. There is no cap on the time we will spend in resolving a problem.

General notes: If you purchased DocuWare through an Authorized DocuWare Partner (ADP), you should clarify the terms of your contract with them (either Support or Cloud Agreement), as support may be provided by the reseller. Customers who purchased the solution directly from DocuWare have direct access to support without any third-party involvement.

What does support provide?

Support is more than happy to offer advice on any aspect of DocuWare and in many cases will assist you with your first attempt at performing a DocuWare task (usually this is an administrative task). Our policy is to "show and teach" you how to do it the first time, but not do it for you every time.

We will address any problem with the DocuWare product suite when it is not functioning correctly. As it is almost impossible to detail what we **do** cover it is simpler to tell you what we **do not** cover.

DocuWare Cloud and DocuWare on-premises solutions share the same features and functions. However, because DocuWare Cloud upgrades and enhancements happen behind the scenes, cloud customers and on-premises customers have different support requirements. The following sections define support categories that apply to both solutions and those that are only relevant to on-premises systems. You can always be confident that our team will provide the highest level of service for every support request.

Cloud and on-premises

System configurations
Support does not perform system configuration tasks. If you require your system to be configured (for example, when a new module is purchased) this can be carried out by your ADP or DocuWare Professional Services for a fee.

The exception is: If support finds that a problem is caused by a misconfigured element in the system, we will assist in correcting the configuration to resolve the issue.

Workflow Design
Workflows designed in the Workflow Manager can be very complex. Support will troubleshoot as needed to ensure that your workflows are operating correctly. However, we cannot assist in the actual design of the workflow. We will likely inspect the workflow design if an error in the logic is suspected, your team will need to make the corrections.

Software Development Kit (SDK)
Support for this module is limited to development in Microsoft .NET. We cannot support the application in other environments such as PHP or Java. Also, we do not investigate code logic. We will only investigate DocuWare API functions that are not operating as expected when correctly coded. SDK Support requests are logged through the Support Portal in the same way as a DocuWare issue is reported.

Please be sure to provide a code snippet that shows implementation of the DocuWare function where you are having a problem. Under normal circumstances, support will provide examples or advice on correcting it. From time to time, depending on the issue, we may transfer the case to our solutions team for further investigation. You may be contacted by a programmer who will assist you. Please note that this service is only provided on a case-by-case basis. New issues must be reported through support to ensure that you receive the best service possible as direct access to programmers is not generally available.

The SDK is included with DocuWare Cloud. On-premises customers must purchase it separately.

On-premises only

Software installation, hotfixes or minor updates
Support does not provide these types of services. Your ADP or DocuWare Professional Services can provide software installation services for a fee.

The exception is: If while investigating a problem, support discovers that application of a hotfix will resolve it, support will apply the hotfix at no charge.

DocuWare upgrades
While the maintenance portion of your contract entitles you to free access to the latest version of the software, it does not include the time to perform the upgrade. Your ADP or DocuWare Professional Services can provide this service for a fee.

The exception is: While resolving a problem with the currently installed version of the software, support may find that upgrading the software to a later version is the solution. In this case, support will perform the upgrade at no charge.

Server migrations

Support does not provide server migration services. These services can be provided by your ADP or DocuWare Professional Services for a fee.

> **Note:** While installations, upgrades and migrations are not covered by support contracts, there are occasions when you may need assistance with these activities. If while an installation, upgrade or migration is being performed an insurmountable problem occurs, support will help. Once the process is "back on track," we generally do not assist further unless there are special circumstances. It should be noted that depending on the severity of the problem, Support's only option may be to roll the system back to its original state prior to the attempted installation, upgrade or migration.

The exception is: If support finds that a problem is caused by a misconfigured element in the system, we will assist in correcting the configuration to resolve the issue.

Databases

DocuWare's successful operation is integral to database health and performance. During an investigation, support may make recommendations regarding the database operational parameters to ensure optimal performance. However, we do not configure regular database backups or health checks. These items are the responsibility of your system administrator.

Support of outdated and discontinued versions of DocuWare

DocuWare periodically discontinues support for older versions of our software. This does not mean that you cannot ask for help. If your support contract is current, you can request assistance for any DocuWare version. However, support for the outdated version will be limited to basic troubleshooting and application of any hotfix that was available at the time the product was retired. We cannot request assistance from R&D, report any software bugs found or request a hotfix.

DocuWare

Oops!
Well, it happens to all of us at some time, we make mistakes. Support will do what we can to help you recover from the accident.

Hours of operation
Our hours of operation are: Monday to Thursday: 9:00 a.m. to 5:00 p.m., Friday: 9:00 a.m. to 4:00 p.m.

When you need our help, a support request can be submitted via the Support Portal at any time. Simply describe the problem in detail and select a level of urgency. Support services are not provided on weekends, public holidays and during office closings.

If you need support that is outside our scope of operations, your DocuWare Partner or DocuWare Professional Services will be happy to work with you on a fee-for-service basis.

24/5 DocuWare Support
DocuWare offers worldwide support 5 days a week and 24 hours a day in case of business-critical incidents. We are using the "Follow-the-Sun" model. This means that, whichever DocuWare Support location is active will respond to Support Requests coming from customers and partners around the world. More details and about 24/5 Support can be found here.

DocuWare

How do I get help?

There are several methods of obtaining support when you need it. We also put great emphasis on using the self-help tools that we provide.

We pride ourselves on providing our customers with the best possible service. Our goal is to share our expertise effectively and in a timely manner. Your feedback is always welcome.

Support Forums
The support forums are a great place to start when you have a question. There are 3 forums for DocuWare Users:

• **DocuWare – Announcements**

• **DocuWare – Questions about usage and configuration**

• **DocuWare – Help with technical problems**

The forums are monitored by DocuWare support staff worldwide. In addition, you will benefit from the input of other DocuWare users from around the globe who are active on the forums.

Registering for a forum is easy – just go to Community Forums and select Sign in, then Register. Make sure that you subscribe to the forums of interest so that you receive email notifications of new posts.

Knowledge Base
You can research issues by product category, post feedback ideas, and register the get the latest FAQ's delivered to you via email. The page is also a jumping of point to the support Forums and the support portal.

Go to the Knowledge Base to get started.

DocuWare Support Portal

When you cannot find a solution to your problem with our self-help tools, the best way to reach support is via the support portal where you can register a support request. When you fill in the support request form you will be providing information that will allow us to rate the severity of your problem. Once complete, your request will appear in our coordination lists and video status boards in real time.

To register for the support portal and see how to enter a support request see this article.

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Telephone support

While we encourage the use of the support portal as the primary method of contact, you can also telephone us if you need to. Note that wait time may be significant, even as we try to answer all calls as soon as possible.

Germany: +49 89 894433 99
UK: +44 115 7180154
Spain: +34 93 1845879
France: +33 182885232

Email

For general support related questions our email address is:
support.emea@docuware.com

DocuWare

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