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[Rule to Live By](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.qqcwjp9dkn9f)

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[We just purchased a license do I have to install again or can I activate the trial?](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.tyjcwt)

[I currently own Product X and would like to upgrade to Product Y.](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.3dy6vkm)

[The user asked a technical question.](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.7w0t2xrpl6tr)

[The user asked something you cannot answer](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.4d34og8)

[The user asked how to download a previous version](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.2s8eyo1)

[The user forgot about the chat](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.17dp8vu)

[How long are you going to process the order?](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.26in1rg)

[The user asks about the price to upgrade to a different subscription pack.  For example, from ASP.NET to Universal:](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.lnxbz9)

[The user asks about trial period extending](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.35nkun2)

[The user asks about the number of PCs a license can be installed on](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.1ksv4uv)

[The user asks about our licensing model](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.44sinio)

[The user asks about discount](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.unhdnk3c1ljr)

[The user asks about version compatible to .NET Framework3, etc](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.2jxsxqh)

[The user complains about toolbox problems](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.z337ya)

[The user complains about trial windows](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.3j2qqm3)

[The user is from Iran, North Korea or other restricted countries](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.1y810tw)

[Do you have a reseller in \_\_\_\_\_\_\_\_\_\_\_\_\_ country?](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.t1ejaaeuszz3)

[The user wants to obtain an offline installer for our products or evaluate an older version](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.3ca2fso3nm6w)

[The user wants to obtain the price quote for a product](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.kkwohgizqg9s)

[The user uses offensive nickname (fuck and so on ...) or his messages](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.bpotdiujoab7)

[The order statuses:](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.15zslktcffnb)

[Inactive](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.qtlxwnd20fgo)

[A customer asks about renewal price for the next year.](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.6wf311or7qtl)

[A customer asks about  MS Dynamics AX for WinForms controls](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.jipzg5mdi5na)

[Do you offer multi-developer discounts?](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.m53l5fo08ybu)

[Can we transfer licenses between different guys](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.kyiwt9wq2por)

[The user wants to evaluate an old version](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.of3a5y4deguf)

[The user asks about training events](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.c480z1buks2w)

[Wire Transfers](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.7zgj960pv5g)

[Payment by check](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.ssc1f7preq09)

[MVC Version Support History](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.aeu6h6dly01c)

[A user asks to change his company name](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.jsder7xy4eyx)

[A user asks to create an order for a specific product and send an invoice/quote](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.krxwn9vm55h4)

[How to process blocked e-mails!!!](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.v5dyxidmrbnt)

**Common considerations:**

Reference to MyDX:

\\dxtools\Applications$\MyDX

This is the CHAT and this word means that:

1. You need to be responsive (even if you are busy to find some information for the user, you need to let him know about it, by writing, for example:

Just a moment

Give me some time, please …

1. Be emotional and alive, you are talking to a man and some smiles will make the discussion easier ☺
2. This tutorial contains EXAMPLES of answers, they should not be considered as a mantra!
3. Some useful templates can be found in the LiveChat itself (just start typing the # symbol)
4. When you step away from yourPC, set the status AWAY in chat and do not forget to set the status back to ONLINE when you return :).  Also, you MUST ask somebody to work instead of you in a chat, since if nobody is online, the chat is disabled.
5. We do not modify user accounts in any case.  We either explain them how to change something, for example, email or ask them to contact our american colleagues.
6. Do not use Russian in the chat.  The transcript can be reviewed by our american colleagues which are still weak in this language :)

Rule to Live By

Take every opportunity to communicate effectively with each person. Make certain that the communication leaves a positive impression – even an unforgettably positive impression.

Engage the customer – if you know something about the city they live in, mention it…engage them.

If you know something about the company, mention it…engage them.

Go out of your way to be helpful – every contact point with a customer is an opportunity to sell yourself and DevExpress.

Do not allow these opportunities to be wasted.

Keep these things in mind and you begin to strengthen your communication and writing skills

<http://cecilbuffington.com/rich_text_135.html>

**POLICY** to answer technical questions:

1. Make sure that the customer has a license.

1.1. If you see that the customer is not logged in or logged under an empty account, clarify their license status. Based on the result, proceed to 1.2 or 1.3.

1.2. If the customer has a valid license, proceed to point 2.

1.3. If the customer does not have a valid license, proceed to point 4.

2. Check if a quick solution is available.

2.1. If there is a quick solution, proceed to point 3.

2.2. If no quick solution available, proceed to point 4.

3. Provide the customer with the quick solution.

4. Forward the customer to SC.

My account is disabled/locked. Can you enable/unlock it?

First Response:

I am sorry to hear you are unable to access your account. May I please get your Customer ID or email address you use to login so I can review the account to determine why it is locked?

Determine why the account is locked

Take a look at the account notes. There are two main reasons the account will be locked, it should be noted on the account, if you cannot determine for sure, they should be referred to [clientservices@devexpress.com](mailto:clientservices@devexpress.com).

Common Reasons Why an Account is Locked

1. Too Many Installs
   1. The most common reason is that it has been locked by Courtney for too many installs on the account.
      1. Response:telphone  
         Unfortunately, this account has been locked by our security team. The master account holder on file was sent an email notification regarding this issue. To resolve this, please reply to the email or contact Courtney directly at C[ourtneyF@devexpress.com](mailto:courtneyf@devexpress.com).
2. Declined Credit Card Charges
   1. While this method is no longer going to be utilized, Robyn in accounting required accounts be locked after an order has been declined too many times. If you come across this issue, it is best for them to contact [clientservices@devexpress.com](mailto:clientservices@devexpress.com)
      1. Response:  
         Unfortunately the account was locked by our order processing team. They need some additional information from you to be able to proceed with your order.  Please send an email to [clientservices@devexpress.com](mailto:clientservices@devexpress.com) and they can explain how to proceed with the order.

Additional Notes:

1. If the account was locked by Courtney, they may want to argue with you about how they are not violating the EULA, or that they have been trying to reach Courtney but haven’t been able to etc. In these cases, it is usually that our emails or their replies are not reaching us. In any case, tell that they need to resolve their case with the security team and unfortunately you do not have rights to correct the issue.

I placed an order on \_\_\_\_\_. Can you tell me the status or process it?

First Response:

I would be happy to look into that for you. May I get the order number or the email address associated with the order? If you could also tell me what date and time the order was placed that will be useful.

Determine the Order Status

**New, unverified order** - If the order was placed within the last 12 hours, we may not have had a chance to call and verify the order. This is especially true on Monday morning when the Glendale office has been closed for a couple of days.

**New, unable to verify order** – If the order is older than 12 hours (excluding weekends) then we should have had a chance to attempt to process it. So look at the notes. There should be a note from either Joe or Vache that says why the order was not verified yet.

**Order was Processed** – Sounds funny but they may not know that it was processed, or how to access their license.

How to Reply

1. New, unverified order
   1. I see that your order was placed during outside our regular business hours. Orders are processed Monday through Friday 7:30AM – 4:30PM – Pacific Standard Time. I will send a note on to our processing team so they will be aware that you tried to reach us. Once the office opens and they begin processing orders, yours will be processed. Sorry for any inconvenience.
2. New, unable to verify order
   1. If the notes say why:  
      I see (Person) tried to contact you on (Date) to verify the order. We need to be able to speak with the card holder to verify the order before we can release the license. Please send an email to (Persons Email) and provide them with contact details so we may proceed with processing your order.
3. Order was Processed
   1. I see your order was processed on (date). The email address associated with the account is (email on file). You will need to login using that email address and the password used when the account was created. If you need assistance changing the password please let me know.  If you did not receive the letter, I can resend login details to your registered email address.

I am a reseller and would like to order a product. Can you assist me with that?

First Response:

I am sorry but we are not currently accepting any new resellers. You are welcome to purchase the product in your name, then once the order has been processed, you can contact our client services department and ask them to transfer it to your customer.   
  
Second Response:

If they ask if there are any additional options, you can provide the following reply.

You can try contacting our distributor, Component Source. They may be able to assist you with your purchase. You can find contact information on their website: [www.componentsource.com](http://www.componentsource.com).

I am trying to assign a license to someone, but am having problems.

First Response:

I am sorry you are having problems assigning licenses. If you can provide me with the email address or Customer ID associated with the account I can review the account for problems. Please also provide the email address of the person you are trying to assign the license to.

Determine the Problem

You will need to look in the “Assigned Licenses” tab to see if a license is already assigned to the end-user. Sometimes it will be assigned already. If that is the case, you will see the email address listed and the status will be “Assigned”. Sometimes, it will say “Revoked”.

How to Fix

License says “Assigned”trial

The end-user just needs to have the login details resent to them so they can login. You can do that from the “End-Users” tab. To resend just find the person on the list, click on their record and then click the button that says “Send Assigned Licenses Notification”.

Reply:

I see that  the license was assigned correctly. The user just needs to login to our website to download the installer. I have sent an email to the end-user that will guide them through resetting their password. Should you continue to have issues, please feel free to come back to chat.

License says “Revoked”

Reply:

Unfortunately, I cannot help you in this regard.  I suggest that you contact our ц

In this case, the license was assigned, but for some reason it was revoked. There are numerous reasons it could have been revoked. To fix it, we need to go to the “Assigned Licenses” tab, and click on the “Assign” button. Enter the email address, confirm it is the right account that appears and then choose the license to assign from the dropdown.

Reply:

It looks like for some reason the license was revoked after being assigned. I cannot be sure why, but I have gone ahead and made the assignment again. The end-user will receive an email from us notifying them of this. That email will also guide them through setting up a password for their account so they can access the download and register the product. If you require further assistance, please just let us know. Thank you.

We just purchased a license do I have to install again or can I activate the trial?

This is an easy request, and there is a canned response that is available for this.

Canned Response:

How To’s > How to Convert a Trial to a Registered Version

Actual message:

Yes, it is possible to convert the trial version to a registered license. If you have already purchased and are ready to convert your trial version, please refer to the following topic for complete information on how to convert a trial to a fully registered license:

How to Convert a Trial to a Registered Version

Links to: <http://devexpress.com/Support/Center/p/K18106.aspx>

VCL:

There is no way to convert the trial to registered version. It is necessary to uninstall the Trial version, download the installer available in the Download Manager, and then install it.

I currently own Product X and would like to upgrade to Product Y.

First Response:

I can assist you with this, may I get the email address associated with the main account please?

Note:

Once he provided the account, login to his account in a browser and go to Buy → Renew an Existing Subscription.  If the page contains the link to buy the desired product subscription, you ask him to go here.  Otherwise, ask him to contact Client Services Dept:

Response:

Unfortunately, I cannot help you in this regard.

I suggest that you contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to ClientServices@devexpress.com

The user asked a technical question.

NOTE:

If the question is easy enough, provide the solution yourself by pasting a link to a topic, documentation or any other internet resource.  Also, it is very useful to let a client know about our search engine: http://search.devexpress.com

Response:

For technical assistance, please submit a ticket using our [Support Center](http://www.devexpress.com/Support/Center/) (http://devexpress.com/support/center). For best results, if you can attach either your project, or a sample project that recreates the issue that will help them provide a more accurate answer.

The user asked something you cannot answer

Response

Our Client Services Team would be able to answer that question.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to [ClientServices@devexpress.com](mailto:Clientservices@devexpress.com)

The user asked how to download a previous version

Response

You should login to your devexpress.com account, go to the download manager (My Account --> Download Your Products) click "SELECT VERSION", choose the required version and download it.

The user forgot about the chat

First response

Can I help you in anything  else?

Second response (if the user didn’t answer)

I am going to terminate the chat session now.  Should you have any problems, feel free to contact us again.  We will be happy to assist you.

How long are you going to process the order?

Response

We do our best to process orders as soon as possible.  The delay might be caused by the credit card verification.  If you need to know the current status, contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to [ClientServices@devexpress.com](mailto:Clientservices@devexpress.com).  For now, you can use a trial version and upgrade to the licensed version as soon as we have processed the order.  The upgrade process is described at:  http://www.devexpress.com/Support/Center/kb/p/K18106.aspx

The user asks about the price to upgrade to a different subscription pack.  For example, from ASP.NET to Universal:

Response

If you are upgrading within 60 days of your purchase, you will just pay the difference in price.  After 60 days the price to upgrade is pro-rated.

Note:

If he asks about the algorithm on how the upgrade price is calculated:

Response:

The price to upgrade depends on the product owned, the product you want to purchase and the time of ownership.  I am unable to prove the exact details but should you have any additional questions, feel free to contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to Clienservices@devexpress.com.

The user asks about trial period extending

Response

I am happy to hear that you are interested in using our products.  Please create a new ticket requesting a trial extension in the support center (http://devexpress.com/support/center).  Our team will process this request shortly.

The user asks about the number of PCs a license can be installed on

Response

w  I also suggest that you review our licensing FAQ, available at: <http://www.devexpress.com/Support/licensingfaq.xml>

The user asks about our licensing model

Response

All of our products include a one year subscription.  This means that during your subscription year you obtain all updates for free.  At 12 months of ownership you can renew your subscription for another year.  If you decide not to renew, you will still be eligible to continue using the versions you own.   I also suggest that you review our licensing FAQ, available at: <http://www.devexpress.com/Support/licensingfaq.xml>

The user asks about discount

Response

*<the same as below>*

Note:

If he asks about additional discount …

Response:

I am unable to offer any additional discounts.   I suggest that you contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to clientservices@devexpress.com

The user asks about version compatible to .NET Framework3, etc

Response

We started to support VS2013 since v13.1.8 and v12.2.15

We started to support VS2010 since 10.1

We started to support VS2012 since 12.1

The last version which supports VS2008 is 12.2

The last version which supports VS2005 is 11.1

This article collects this history, great thanks to Marion :)

<https://www.devexpress.com/Support/Center/Question/Details/KA18876>

System Requirements are now available in Documentation:

WinForms - <https://documentation.devexpress.com/#WindowsForms/CustomDocument8092>

ASP - <https://documentation.devexpress.com/#AspNet/CustomDocument15612>

WPF - <https://documentation.devexpress.com/#WPF/CustomDocument8091>

SL - <https://documentation.devexpress.com/#Silverlight/CustomDocument5024>

The user complains about toolbox problems

Response

Right-click the toolbox and select Repair Toolbox... menu item. This action should fix the issue.

If this does not help, please refer to the article (<http://www.devexpress.com/Support/Center/kb/p/KA18574.aspx>) which should help you to address this issue.

If this does not help either, please submit a new ticket to our Support Center (<http://devexpress.com/support/center>) and provide logs from the ToolboxAnalyzer tool for research.  Someone from our Support Team will review the problem and get back to you.

The user complains about trial windows

Response

Please follow the steps outlined in the following article:

http://www.devexpress.com/issue=A705

The user is from Iran, North Korea or other restricted countries

Note

Let’s help them as any other potential customers.  Our client services team will be able to determine where are they from and prevent order from being submitted.

Note: some of the restricted countries are listed in EULA; the entire is available in MyDX > Settings > Countries > Filter by 'disabled' >

Do you have a reseller in \_\_\_\_\_\_\_\_\_\_\_\_\_ country?

NOTE:

Here is the list of our current resellers:

**China:**

Evget – [business@evget.com](mailto:business@evget.com) + <http://www.evget.com/>

**South Korea**:

Yess World - [sales@yessdata.com](mailto:sales@yessdata.com) + <http://www.yessdata.com/>

**Russia:**

ITShop - [shopadmin@itshop.ru](mailto:shopadmin@itshop.ru), +7 (495) 229 04 36

Softline - [MarinaPu@softline.ru](mailto:MarinaPu@softline.ru) + <http://softline.ru/>

Prodmag - [inf@prodmag.ru](mailto:inf@prodmag.ru) + <http://www.prodmag.ru/>

**Turkey:**

Elmer - oulker@elmer.com.tr

**International**:

SHI - <https://www.shi.com/>

ComponentSource - [sales@componentsource.com](mailto:sales@componentsource.com)

Any other country you can use **SHI or Component Source** (**SHI** is preferable, they don’t get a discount).

The user wants to obtain an offline installer for our products or evaluate an older version

NOTE:

1)  If the user asks for the TRIAL installer, you MUST add a note about it to the Notes collection of his account.  So, at first you need to clear up the client’s ID. If the customer is not registered yet, ask him to create an account and provide you with his Customer ID or email address;

2) once you know the customer Account, add a note about trial to his Notes collection something like:

XX.X.X Trial since \_date\_

3) generate the link at:

[larix/cdn/tree.html](http://larix/cdn/tree.html) and post it to the chat window

if the customer is registered, just generate the link and post it

How to generate the link:

1) select required build in the tree.  If the user needs the latest version, go to the *Trials* folder, otherwise - *Release*.  Also, pay attention to the file name and its size.  It should be **DevExpressUniversalTrialComplete** \_ ….exe and the size should be more than 100Mb :)

2) set the expiration date for 2 - 3 days, the format of the editor is:  yyyy/MM/dd

3) check that the *customer=trial* parameter is set in the CDN parameters // for trial users. If a user owns our license, use *customer=registered*. This flag is used for our internal purposes and does not affect the file the user will get.

4) click the Generate button

5) copy the Download From CDN link and paste it to the chat window

6) do not forget to notify the customer about expiration date

JFYI:

- DevExpressUniversalTrial is just a lightweight loader for 3 installation packs (components, CodeRush, DevExtreme):

DevExpressComponents-13.2.7.exe

DevExpressCodeRush-13.2.7.exe

DevExpressDevExtreme-13.2.7.exe

- DevExpressUniversalTrialComplete contains ALL these packs:

DevExpressComponents-13.2.7.exe

DevExpressCodeRush-13.2.7.exe

DevExpressDevExtreme-13.2.7.exe

The user wants to obtain the price quote for a product

Response

Thank you for choosing DevExpress for your software development needs.

We’ve made it easy to create a formal price quote directly from our website.

Once at the shopping cart, press the “Generate a Price Quote” button on the right side of the page and follow the on-screen instructions to obtain your price quote (price quotes are valid for a period of 30 days).

Should you require any additional information or if you’d like help with your quote, please let us know. We’re here to help.

The user uses offensive nickname (fuck and so on ...) or his messages

Response

I have noticed that you are using an inappropriate nickname.  Please close the chat window and choose another.  We would be more than happy to help answer your questions once you contact us again.  Thank you for understanding.

Response(offensive words in the conversation)

I’m sorry I must ask that the conversation remain civil to be able to continue the discussion.  If you have encountered any difficulties working with our products or services, we are ready to help.  Thank you for understanding.

The order statuses:

Pending

All orders are verified manually by our Client Services Team.  Currently you have contacted us outside their regular business hours. They are open  from 7:30am to 4:30.pm PST  I will let them know you contacted us in the chat.  In the meantime, you are welcome to send an email to [ClientServices@DevExpress.com](mailto:ClientServices@DevExpress.com) and ask that it be expedited.

You can also use a trial version and upgrade to the licensed one as soon we process the order.  The upgrade process is described at:  <http://www.devexpress.com/Support/Center/kb/p/K18106.aspx>

Declined

I am unable to assist you with this.   I suggest that you contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to ClientServices@devexpress.com.

OR

~~It seems that your order was declined for some reason. Please follow this link https://www.devexpress.com/ClientCenter/PurchaseHistory.aspx~~

~~If you have additional questions in this regard, I recommend that you contact our Client Services Team directly. Their work hours are 7:30-4:30 PST time. Please check back within regular business hours or feel free to send an email at ClientServices@devexpress.com~~

~~For now, you can use a trial version and upgrade to the licensed one as soon we process the order.  The upgrade process is described at:~~[~~http://www.devexpress.com/Support/Center/kb/p/K18106.aspx~~](http://www.devexpress.com/Support/Center/kb/p/K18106.aspx)

Basket,

(Just a description, not an answer)

Some of products have been added to a cart by our employee or himself, but check-out was not performed. What is check-out? Check-out is:

 - Go to your cart;

 - Click the check-out button (it becomes available when there is at least one item in a cart);

 - Fill the Payment Details and click Submit.

*a new customer:* basket -> verified basked (you contact him) -> processed or declined

*an existing customer:* basket -> pending (you contact him) -> processed or declinedresend

Verify

**New, unverified order** - If the order was placed within the last 12 hours, we may not have had a chance to call and verify the order. This is especially true on Monday morning when the Glendale office has been closed for a couple of days.

**New, unable to verify order** – If the order is older than 12 hours (excluding weekends) then we should have had a chance to attempt to process it. So look at the notes. There should be a note from either Joe or Vache that says why the order was not verified yet.

**Order was Processed** – Sounds funny but they may not know that it was processed, or how to access their license.

How to Reply

1. New, unverified order
   1. I see that your order was placed during our off business hours. Orders are processed Monday through Friday 7:30AM – 4:30PM – Pacific Standard Time. I will send a note on to our processing team so they will be aware that you tried to reach us. Once the office opens and they begin processing orders, yours will be processed. Sorry for any inconvenience.
2. New, unable to verify order
   1. If the notes say why:  
      I can see (Person) tried to contact you on (Date) to verify the order. We need to be able to speak with the card holder to verify the order before we can release the license. Can you please send an email to (Persons Email) and provide them with contact details so we may proceed with processing your order?
3. Order was Processed
   1. I see your order was processed on (date). The email address associated with the account is (email on file). You will need to login using that email address and the password used when the account was created. If you need assistance changing the password please let me know.  If you did not receive the letter, I can resend login details to your registered email address.

*Inactive*

This order is not visible for a user. This order is created by Client Service Team to see pricing but hide it from customer view. Sometimes users want 2 different quotes (for instance, one for 5 licenses and 1 for 10). So,  Client Service Team creates 2 orders, makes them inactive and send the quotes to the customer.  When the customer decides which he wants to go with, they will make that order active. Also orders automatically go inactive after 30 days.

Response

Customers do not know about inactive orders.

~~This order cannot be visible in a client center. Our  Client Service Team creates such an order to see pricing if a customer wants some quotes. Also,  orders automatically go inactive after 30 days.~~

For more information, I recommend that you contact our Client Services Team directly.  Their office hours are 7:30-4:30 PST time.  Please check back within regular business hours or feel free to send an email to [ClientServices@devexpress.com](mailto:ClientServices@devexpress.com)

A customer asks about renewal price for the next year.

On-time renewal pricing is as follows:  
Universal Subscription: $989.99

DXperience Subscription: $674.99

DevExtreme: $199.99

Individual Platforms (Win, ASP, WPF, SL): $399.99

Windows 8 XAML Subscription: $199.99

Reports Subscription: $239.99

Document Server: $239.99

CodeRush: $99.99

TestCafé: $224.99

Response.

At the end of your subscription, you are given the option to renew at about 45% of the original cost. You may renew and continue receiving updates, however, if you choose not to renew, you can still continue working with your license, but you will no longer receive updates.  Please note, the renewal price increases slightly each month left expired.

If a customer is asking about a specific product please quote the appropriate pricing.

On-time renewal pricing for [Product] is [Price].  this will entitle you to another 12 months of updates.  If you choose not to renew, you can still continue working with your license, but you will no longer receive updates.  Please note, the renewal price increases slightly each month left expired.

If

a license is expired, a user can renew it with 25% discount.

A customer asks about  MS Dynamics AX for WinForms controls

We regularly receive inquiries from people, who utilize MS Dynamics AX - a CRM developed with DevExpress WinForms controls. Because of Microsoft requirements, this tool needs special, no-APTCA, builds of our WinForms controls. We provide these builds for free for DXperience WinForms Subscription license holders. So, if you received a request for these builds, you first need to check if the user owns an appropriate license (WinForms, DXperience or Universal). If he/she does not have it, ask him/she to purchase a license. Otherwise, follow these steps to provide the requested builds:

1)   Open the user profile in MyDX and navigate to its Special Owned Products tab.

2)   Add a new item with the following settings:

a.    Product = *DXperience WinForms Installer (for MS Dynamics AX 2009) v2009.2.109*

b.   Owned Type = *Nosource*

*c.*    Quantity = *[use the number of WinForms\Ent\Uni licenses this customer purchased]*

d.   Sale Type = *Subscription*

3)   Add following items with the same settings for these products:

a.    *DXperience WinForms Installer (for MS Dynamics AX 2012) v2009.2.110*

b.   *DXperience WinForms Installer (for MS Dynamics AX 2012 R2 and R3) v2011.2.111*

c.   *DXperience WinForms Installer (for MS Dynamics AX 2012 R3 CU9) v14.2.107*

4)   Save the changes.

That’s it. Here is a sample answer to post in a Support Center ticket:

**Response**

*Thank you for inquiring. Log in to your DevExpress.com account and navigate to the* [*Download Manager*](https://www.devexpress.com/ClientCenter/DownloadManager/) *section. There, you will find four special setup packages:*

*- DXperience WinForms Installer (for MS Dynamics AX 2012 R2 and R3) v2011.2.111*

*- DXperience WinForms Installer (for MS Dynamics AX 2012) v2009.2.110*

*- DXperience WinForms Installer (for MS Dynamics AX 2009) v2009.2.109*

*-DXperience WinForms Installer (for MS Dynamics AX 2012 R3 CU9) v14.2.107*

***NOTE:*** *If you are using Windows 7 x64, you may encounter problems when installing the v2009.2.109 package. I refer you to the following ticket for a solution:* [*B159666: DevExpress version 9.2.109.0 (DXperienceSignedNoAPTCA-9.2.109.exe) does not run*](https://www.devexpress.com/scid=B159666)

Do you offer multi-developer discounts?

Yes, we offer tiered discounts when purchasing more than one license for your development team. Multi-User discounts are as follows:

2-5 Licenses: 10% discount

6-10 Licenses: 15% discount

If you require more than 10 licenses for your team, contact us by email at info@devexpress.com, chat with us online or call us at +1 (818) 844-3383 between 7:30AM and 4:30PM Pacific Time.

Can we transfer licenses between different guys

We don't allow any type of floating license.  Once you transfer a license away from a developer you would not be able to transfer it back to the same developer.  If this developer needs to use the license again you would need to purchase a new license.

When you are ready to transfer your license to your replacement you can just update the details in your profile to the new person.

The user wants to evaluate an old version

NOTE:

The evaluation is needed to determine whether our Suites meet the customer’s requirements.  So, if the customer’s environment requires an old version of the .NET Framework, we can provide trial version for 12.2 (the latest version, which supports .NET 3.5), 11.1 (.NET 2.0) and the current version.  To provide the trial installation, you need to send the customer link to an offline installer ([The user wants to obtain an offline installer for our products or evaluate an older version](https://docs.google.com/document/d/1U5p3Qxx3dt3738YgQyLQieNWJJwbyIwkDgN-duNOdqA/edit?invite=CMP3xfIG&ts=573f2529&pref=2&pli=1#heading=h.3ca2fso3nm6w) ) and MAKE A NOTE in his profile to avoid different collisions related to the license verification.

Additionally, it’s worth to mention possible risks that a customer may face. The main point is about bug fixes. We maintain two latest major versions which means that a customer with an outdate version doesn’t receive any updates/bug fixes. Sometimes we may provide a fix, though. Theoretically, it’s possible to provide a customer with a build containing the required fix *or* instruct a customer so he/she can fix the issue by him/her self (modify the required code file and then rebuild our sources as shown in <https://www.devexpress.com/Support/Center/Question/Details/A609>). However, all these are exceptional situations and basically we are unable to provide a customer with a fix for an outdated version.

The user asks about training events

All the training events, you can see here:  <https://www.devexpress.com/Home/Training/>

If the user asks additional information or the required event is not there, ask him/her send email to mailto:training@devexpress.com

Wire Transfers

Awaiting payment state for Wire Transfer stay for a long period of time :

It is possible we have received your wire transfer but it has not been associated with your account.  Please send a copy of the wire confirmation to ClientServices@devexpress.com and they will be able to trace the wire.

Some wire transfers arrive without detailed company names.  Once we receive your copy of the confirmation we will be able to locate the transfer and mark your order as paid.

Here are the bank wire transfer details:

Beneficiary: Developer Express Inc.

Account # 255-3091873

Routing # 121000248

Swift # WFBIUS6S

Bank Name: Wells Fargo Bank Nevada, N.A.

                4720 S. Eastern Ave, Las Vegas, NV 89109

Payment by check

**FYI**: We require the original check to **be mailed** to us **physically**. We accept only the checks to be under an organization name (we do not accept personal checks). Once we receive the check via mail (we check our mail daily), we release licenses immediately. If a person asks when his/her licenses are released after he/she sent a check, we just tell him/her that we’re waiting for the original check to be delivered.

The user asks whether or not we hold his/her credit card information

Response

We do not store any credit card details.

MVC Version Support History

|  |  |
| --- | --- |
| ASP.NET MVC 2 | v2010 vol 2 - v2012 vol 1 |
| ASP.NET MVC 3 | Starting with v2010 vol 2.5 |
| ASP.NET MVC 4 | Starting with v2012 vol 1.4 |
| ASP.NET MVC 5 | **For 12.2:** starting with v2012 vol 2.15  **For 13.1 and above:** starting with v2013 vol 1.8 |

A user asks to change his company name

We need an evidence that a customer is from a named company, so we can’t change his company name without additional checks.

Response.

Unfortunately, I cannot assist you with this. Please send an email to [ClientServices@devexpress.com](mailto:Clientservices@devexpress.com) and our Client Services team will change your company name if it’s necessary.

A user asks to create an order for a specific product and send an invoice/quote

In the Tula office only these people can create an order: Platon, Alex Skorkin, Marina Rukavitsyna, Alex Chuev, Sergey Nakhankov. Ask one of them to help you.

How to process blocked e-mails!!!

1. Open the required customer info in MyDX.
2. Click the “View Mail Block” button
3. In the opened list find an item with the “PermanentFailure” or “Bounced” content
4. There should be a reason for blocking right below this item. For example: host mail.fuse.net[64.8.71.14] said: 554 5.7.1 [R8] Authentication Failed, must login. (in reply to RCPT TO command)
5. Send this information to the customer so that he/she can contact a system administrator (or another person) to fix this issue and avoid blocking the e-mail in the future. For example:  
     
   *Your e-mail address was blocked by our interval system We sent you e-mail and got the following response:*  
   host mail.fuse.net[64.8.71.14] said: 554 5.7.1 [R8] Authentication Failed, must login. (in reply to RCPT TO command)  
   *Please share this information with your system administrator to avoid such issues in the future.*