X9Ware
Product Support

X9Ware

Your x9.37+ACH+CPA005 support tools

Revision Date: 08/25/2022
Release R4.10
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X9Ware Product Support

Product Support is provided to actively licensed users in accordance with these stated policies and procedures. Product Support is provided to currently licensed users through a variety of channels including email, phone and WebEx. Support is typically provided during normal business hours (8 to 5 PM ET) Monday through Friday and exclusive of US holidays. X9Ware LLC will use commercially reasonable efforts to promptly respond to and resolve each case. Resolution time will depend on the nature of the case and the resolution.

Designated Contacts are users Licensee identifies as primary liaisons between Licensee and X9Ware for technical support. Licensees' Designated Contacts shall be responsible for submitting product support cases and overseeing Licensee's support case activity.

Telephone support is available from 8 AM to 5 PM ET Monday through Friday and exclusive of US holidays. The Licensee Support telephone number is 314-580-3465.

Emails may be submitted 24 hours a day and can be sent to x9assist@x9ware.com. Users must provide their company name and contact information on each reported problem. Each reported problem will be assigned a unique case number by X9Ware which will then be used on all correspondence.

Reported problems are investigated and resolved as quickly as possible. X9Ware maintains an incident repository and can inform Licensee if an issue has already been reported and resolved. When that is the case, an issue can be remediated through installation of the most current X9Assist build.

As part of the support strategy, it is important that Licensee have a mechanism to download and install updates from the X9Ware website. We provide these updates in one of several delivery formats (e.g., installers and zip downloads).

Problem Reporting

X9Ware requires the following information from you when reporting problems:

- General description of the sequence of events that let up to the issue.
- Any screen snips that show the error that users have encountered.
- System log(s) from the user session (available in the Documents/x9_assist/log folder).

X9Ware does not require and will not request any confidential information from you to resolve software issues. Be advised that you can use tools such as Make and Scrub to create test cases for specific error conditions. X9Ware does not request this information and asks that Licensee does not provide it as part of a problem report. If Licensee provides such information, X9Ware's policy is to use Licensee's provided information to resolve the issue at hand. Once the issue is resolved, any such information is purged from all records. Application logging is also reviewed to ensure that wherever possible X9Ware excludes information that may be confidential to Licensee and Licensee's customers.

Cooperation

X9Ware must be able to reproduce errors in order to resolve them. Licensee agrees to cooperate and work closely with X9Ware to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate.

Severity Levels

Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the user at time of case submission, and will be updated by X9Ware as follows:

Severity Level	Description
Level 1 – Critical	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
Level 2 – Urgent	Major functionality is impacted or performance is significantly degraded. Issue is persistent and affects many users and/or major functionality. No reasonable workaround is available. Also includes time-sensitive requests such as requests for feature activation or a data export.
Level 3 – High	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
Level 4 – Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available.

Target Initial Response Time

X9Ware will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below, depending on the severity level set on the case.

Severity Level	Target Initial Response Time
1	2 business hours
2	4 business hours
3	6 business hours
4	8 business hours

Severity Level 3 and 4 target initial response times include local business hours only and exclude weekends and holidays.

Reproducible errors that cannot promptly be resolved are immediately escalated for further investigation, analysis, and resolution.

New Releases of X9Assist, X9Utilities, and the X9SDK

Our product releases are issued on a major and minor basis as follows:

- Major Releases represent a significant change to either X9Assist functionality or architecture.
- Minor Releases are updates with a major release with enhancements and incident corrections.
- Candidate Releases are new builds for our next release (these are considered as a work in progress). If X9Assist is an integral tool within your environment, we do encourage our larger users to have a team member that will keep up with our candidate builds. Your feedback on issues will allow us to improve the overall quality of new releases when they are made generally available to our entire user base.

Each new build includes the major release, minor release, and build date. For example, a build might be identified as R2.11 Build 2014.01.17. The build level is available on the X9Assist About panel and is available for all products within the system log.

Major/minor releases are installed in a separate folder (eg, with Program Files). Candidate Releases will overlay the previously installed build. For example, this installation strategy allows you to have multiple versions of X9Assist installed on a single workstation. This design provides easy fallback to an earlier release should you encounter an unexpected issue.

X9Ware LLC will provide email notification to all users when a new release (major or minor) becomes available. This notification will include a summary description of the enhancements that have been incorporated into the new release. X9Ware LLC realizes that users will then decide if the release includes content that would be advantageous within their environment. We also realize that users may decide to skip one or more releases based on their specific needs. X9Ware LLC will ensure that our products are backward compatible thus allowing you to skip releases and successfully install the most current release based on your schedule and not ours.

Extended Support

Extended Support is available from X9Ware LLC on a contractual basis for specific customer situations. Please realize that our pricing schedules are purposely set at a very competitive level as compared to other software providers.

At that same time, if you have a large project with complex requirements, it may be appropriate for you to consider Extended Support. Reality is that a successful support relationship is a two way proposition for large environments. If you are going to require a significant amount of our resources based on the complexity and time requirements of your initiatives and support needs, then please do consider Extended Support. It may be the best solution to allow you to meet your specific needs.

Source Code Repository

X9Ware source all source code, parameters, and build scripts in a GIT repository that is committed as changes are developed, testing, and installed. GIT provides revision controls and allows us to track all

modifications at the component level. The revision history allows us to track changes individually and see when any single line of code was either added to or removed from a component.

Software Escrow

Software Escrow is a separately priced service offering from X9Ware an available to those customers who elect to take advantage of this optional product. X9Ware utilizes Iron Mountain for software escrow services. Each release is packaged and stored at their facilities. A contract between Iron Mountain, X9Ware LLC, and the client must be initiated and signed when this service is initiated. There are annual service fees for renewal each year. Please refer to the X9Ware Product Schedule for more information.

Change Management Procedures

Change Management refers to a formal process for making changes to IT systems. The goal of our change management procedures is to ensure that all changes are made by a structured and organized process that minimizes negative impact to services and customers.

Change management generally includes the following steps:

Category	Actions to be Performed
Planning	Plan the change, including the implementation design, schedule, communication plan, test plan, and roll back plan.
Evaluation	Evaluate the change, including determining the risk based in priority level of service and the nature of the proposed change, determining the change type and the change process to use.
Review	Review change plan as appropriate to the change type.
Approval	Obtain approval of change by management or other appropriate change authority as determined by change type.
Communication	Communicate the change with appropriate parties.
Implementation	Implement the change.
Documentation	Document the change and any review and approval information.
Post Change Review	Review the change with an eye to future process improvements.

Scope

All changes must follow a structured process to ensure appropriate planning and execution.

Zero Bug Policy

X9Ware maintains a "zero bug" policy, where we immediately correct identified problems with our software. We do not maintain a backlog of changes which must be corrected. We instead schedule and address them immediately. Depending on complexity, this may consist of a short term fix followed by a longer term redesign. We do not allow problems to linger.

Release Updates

The problem severity dictates the release(s) where the change will be applied.

A low severity issue is only applied to the upcoming release, with the correction made immediately and provided to the customer as a candidate-build.

Higher severity issues are corrected and then applied to previous releases.

Definitions

Change - The addition, modification or removal of approved, supported or base-lined hardware, network, software, application, environment, system, or associated documentation.

Change Advisory Board - A group of people that support the assessment, prioritization, authorization, and scheduling of changes.

Change Authority -The person or group authorizing a change. This role is designated for a non-classified position.

Change Control - The procedure to ensure that all changes are controlled, including the submission, analysis, decision making, approval, implementation and post implementation of the change.

Change History - Auditable information that records, for example, what was done, when it was done, by whom and why.

Change Log - Auditable log of who, what, why, and when for all changes. This may be system specific as certain systems have the ability to automatically log changes in this manner.

Change Management - Process of controlling changes to the infrastructure or any aspect of services, in a controlled manner, enabling approved changes with minimum disruption.

Impact - Determined by potential disruption to affected users.

Process Log - A central repository of Changes that documents the process followed for a particular change. The purpose of the process log is to ensure that high impact changes have been carefully considered and to serve as a basis for ongoing process improvement and historical archives.

Urgency – How quickly a change must be implemented to maintain stated service level agreement (SLA).