



Get Help and Support



This document supports Pentaho Business Analytics Suite 5.0 GA and Pentaho Data Integration 5.0 GA, documentation revision September 6, 2013, copyright © 2013 Pentaho Corporation. No part may be reprinted without written permission from Pentaho Corporation. All trademarks are the property of their respective owners.

## Help and Support Resources

If you do not find answers to your questions here, please contact your Pentaho technical support representative.

Support-related questions should be submitted through the Pentaho Customer Support Portal at <http://support.pentaho.com>.

For information about how to purchase support or enable an additional named support contact, please contact your sales representative, or send an email to [sales@pentaho.com](mailto:sales@pentaho.com).

For information about instructor-led training, visit <http://www.pentaho.com/training>.

## Liability Limits and Warranty Disclaimer

The author(s) of this document have used their best efforts in preparing the content and the programs contained in it. These efforts include the development, research, and testing of the theories and programs to determine their effectiveness. The author and publisher make no warranty of any kind, express or implied, with regard to these programs or the documentation contained in this book.

The author(s) and Pentaho shall not be liable in the event of incidental or consequential damages in connection with, or arising out of, the furnishing, performance, or use of the programs, associated instructions, and/or claims.

## Trademarks

Pentaho (TM) and the Pentaho logo are registered trademarks of Pentaho Corporation. All other trademarks are the property of their respective owners. Trademarked names may appear throughout this document. Rather than list the names and entities that own the trademarks or insert a trademark symbol with each mention of the trademarked name, Pentaho states that it is using the names for editorial purposes only and to the benefit of the trademark owner, with no intention of infringing upon that trademark.

## Third-Party Open Source Software

For a listing of open source software used by each Pentaho component, navigate to the folder that contains the Pentaho component. Within that folder, locate a folder named licenses. The licenses folder contains HTML files that list the names of open source software, their licenses, and required attributions.

## Contact Us

Global Headquarters Pentaho Corporation  
Citadel International, Suite 340  
5950 Hazelhine National Drive  
Orlando, FL 32822  
Phone: +1 407 812-OPEN (6736)  
Fax: +1 407 517-4575  
<http://www.pentaho.com>  
Sales Inquiries: [sales@pentaho.com](mailto:sales@pentaho.com)




# Contents

- Help and Support Resources.....4
  - Liability Limits and Warranty Disclaimer.....4
  - Trademarks.....4
  - Third-Party Open Source Software.....5
  - Contact Us.....5
  - About the Documentation.....5

# Help and Support Resources

The Pentaho InfoCenter, <http://infocenter.pentaho.com/help/index.jsp>, is the definitive and comprehensive resource for learning about the Enterprise Edition of Pentaho Business Analytics Suite, Pentaho Data Integration, and big data solutions. If you do not find answers to your questions here, please visit our Customer Support Portal, <http://support.pentaho.com>. For information about how to purchase support or enable additional people to be a support contact, contact your sales representative or email [sales@pentaho.com](mailto:sales@pentaho.com).

To ensure your success with Pentaho products, we also offer these resources to help you get the most from your Pentaho implementation.

Resource	Web Link
Evaluation path	<a href="http://www.pentaho.com/testdrive/">http://www.pentaho.com/testdrive/</a>
Trial download	<a href="http://www.pentaho.com/download/">http://www.pentaho.com/download/</a>
Instructor-lead training	<a href="http://www.pentaho.com/services/training/">http://www.pentaho.com/services/training/</a>
Professional services	<a href="http://www.pentaho.com/services/consulting/">http://www.pentaho.com/services/consulting/</a>
Big data analytics center	<a href="http://www.pentahobigdata.com/">http://www.pentahobigdata.com/</a> , <a href="http://www.pentahobigdata.com/resources">http://www.pentahobigdata.com/resources</a>
Events, data sheets, videos, on-demand webinars, whitepapers and analyst research, and news about Pentaho	<a href="http://www.pentaho.com/resources/">http://www.pentaho.com/resources/</a>
Sales	<a href="http://www.pentaho.com/contact/">http://www.pentaho.com/contact/</a> or email <a href="mailto:sales@pentaho.com">sales@pentaho.com</a>
Tips and tricks	<a href="http://blog.pentaho.com">http://blog.pentaho.com</a>
 Facebook	<a href="https://www.facebook.com/pentaho">https://www.facebook.com/pentaho</a>
 LinkedIn	<a href="http://www.linkedin.com/company/pentaho">http://www.linkedin.com/company/pentaho</a>
 Twitter	<a href="https://twitter.com/Pentaho">https://twitter.com/Pentaho</a>

## Liability Limits and Warranty Disclaimer

The author(s) of this document have used their best efforts in preparing the content and the programs contained in it. These efforts include the development, research, and testing of the theories and programs to determine their effectiveness. The author(s) and publisher make no warranty of any kind, express or implied, with regard to these programs or the documentation contained in this book.

The author(s) and Pentaho shall not be liable in the event of incidental or consequential damages in connection with, or arising out of, the furnishing, performance, or use of the programs, associated instructions, and/or claims.

## Trademarks

Pentaho (TM) and the Pentaho logo are registered trademarks of Pentaho Corporation. All other trademarks are the property of their respective owners. Trademarked names may appear throughout this document. Rather than list the names and entities that own the trademarks or insert a trademark symbol with each mention of the trademarked name, Pentaho states that it is using the names for editorial purposes only and to the benefit of the trademark owner, with no intention of infringing upon that trademark.

## Third-Party Open Source Software

---

For a listing of open source software used by each Pentaho component, navigate to the folder that contains the Pentaho component. Within that folder, locate a folder named `licenses`. The `licenses` folder contains `.HTML` files that list the names of open source software, their licenses, and required attributions.

## Contact Us

---

Global Headquarters

Pentaho Corporation Citadel International, Suite 340

5950 Hazeltine National Drive

Orlando, FL 32822

Phone: +1 407 812-OPEN (6736)

Fax: +1 407 517-4575

<http://www.pentaho.com>

## About the Documentation

---

This revision of the Pentaho InfoCenter supports the Pentaho Business Analytics Suite, version 5.0 GA and Pentaho Data Integration, version 5.0 GA. The revision date is September 6, 2013, copyright © 2013, Pentaho Corporation. No part of the Pentaho InfoCenter or documentation may be reprinted without written permission from Pentaho Corporation.