



Extended Software Support (ESS) Benefits

December 02, 2020



Description	Status
Phone and Email Support <ul style="list-style-type: none"> • (512) 863-3653 ext. 112 • (800) 242-8477 ext. 112 • support@tipsweb.com 	<ul style="list-style-type: none"> • Normal Business Hours • Response within 24 hours on normal business days
Product Version Updates	<ul style="list-style-type: none"> • Covered for current ESS customers
Warranty Items	<ul style="list-style-type: none"> • Any feature not working according to TiPS documentation, or • Undocumented utilities (e.g. AKBIU), or • TiPS product upgrades, or • TiPS products in beta testing
Features and Functionality	<ul style="list-style-type: none"> • Covered Items include: <ul style="list-style-type: none"> o Filter Definitions o Adjusting Filters o Administrator, account and password support
SQL Server Database Management	<ul style="list-style-type: none"> • Covered only if specific to LogMate product and its standard functionality
General Troubleshooting	<ul style="list-style-type: none"> • TiPS will provide support in diagnosing unknown issues. Issues related to the failure of the LogMate system are covered. Issues identified as failures of third-party components may be determined to require a paid engagement for TiPS involvement in final issue resolution.
Existing Installation Training	<ul style="list-style-type: none"> • Remote sessions under 1 hour in duration and NTE 2 Sessions per ESS term • Additional on-site training will be a Paid Engagement
Control System Migration or Product Installation	<ul style="list-style-type: none"> • Not Covered • Paid engagement: (on-site) or by remote WebEx in limited cases
Port License Changes	<ul style="list-style-type: none"> • Not covered

Description (cont'd)	Status (cont'd)
Database or Server Migration	<ul style="list-style-type: none"> • Moving any product component to another node or upgrading the Operating System to another version • Documentation will be provided for DIY customers with 2 weeks advanced written notice • Paid Engagements available for TiPS active participation including: <ul style="list-style-type: none"> o -Paid WebEx support for single server move and <=2 ports o -Paid on-site support for multi-server move or >2 ports
Additional Port Connectivity	<ul style="list-style-type: none"> • Provide support of connectivity and filtering of additional ports • Paid engagement for configuration of views, reports and etcetera
Quarterly Newsletters	<ul style="list-style-type: none"> • Product Information • Industry happenings and news • Technical TiPS and guidance • Tradeshow information

Many support-related activities not covered by the standard ESS are available to customers, resellers and partners as paid support engagements. The pricing for these engagements depends on the scope and must be evaluated and quoted on a case-by-case basis.

Examples of paid engagements include:

- Existing installation training in excess of 1 hour in duration and 2 sessions per ESS term. This is in addition to the training normally included for on-site installations. Reasons clients may need additional training include personnel additions or changes or when refresher training is desired.
- TiPS product installations and configuration.
- TiPS product configuration changes in support of control system migrations (this engagement is typically done on-site but may be accomplished via web-ex in limited cases).
- TiPS database or server migration support for customers who wish to have TiPS involved in the actual migration as opposed to doing it themselves. This may be accomplished via WebEx or on-site depending upon the complexity of the migration.
- The configuration of additional ports beyond connectivity instructions and filtering definitions.
- Support required outside of the normal business week unless otherwise scheduled and agreed upon. These examples are not intended to define all paid engagements and only serve as example scenarios.