



Micro Focus SupportLine

Handbook



Micro Focus
SupportLine

beyond the call

Welcome to Micro Focus SupportLine!

We are pleased to present you with a range of exclusive benefits, including special opportunities that will allow you to take full advantage of your investment in Micro Focus SupportLine.

We believe Micro Focus SupportLine is among the best in the industry, combining the finest technical expertise and support, with exceptional levels of responsiveness and commitment. When you take full advantage of your SupportLine contract, we hope you'll agree!

Anytime that you need technical advice, have a question about your maintenance contract or wish to find out more information about our core service offerings, please contact us. Full telephone and email information is included on pages 12 and 13.

We also encourage you to take advantage of exclusive access to SupportLine web services by registering online at www.microfocus.com/supportline.

Thank you for choosing Micro Focus.

Sincerely

A handwritten signature in dark red ink, reading "Joseph Mascio". The signature is fluid and cursive, with the first name "Joseph" written in a larger, more prominent script than the last name "Mascio".

Joseph Mascio

Vice President, Micro Focus SupportLine



Micro Focus **SupportLine** provides a comprehensive maintenance program for users of Micro Focus products.

SupportLine services include unlimited access to telephone support provided by Micro Focus technical and product experts, all updates, fixes and new releases of covered products, and convenient online services.

The Omega Management Group rated SupportLine as #1 for "World Class Excellence in Customer Satisfaction" in 2001, 2002, 2003 and 2004.



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Welcome to Micro Focus SupportLine!

As a member of the SupportLine community, you have access to a comprehensive network of technical support and services. This handbook provides an overview of the features and benefits for SupportLine customers and how you can easily reach us wherever you are, whenever you need us.

SupportLine philosophy

At Micro Focus, we believe that our SupportLine customers are best served by the convenience of a single annual fee plan that includes access to all support features, including telephone support, product updates and web services.

We also believe that certain key elements are critical to a software support program. These elements help to maximize a customer's success with a product: timely availability of highly trained experts who provide quality answers, access to information-rich resources, communication vehicles that keep you apprised of product and company news, and an ongoing formal feedback mechanism conducted by a third-party that continually monitors our support processes and the satisfaction of our customers.

Micro Focus SupportLine addresses these key elements with its core service offerings and supporting customer care activities.

Core service offerings

- **Telephone Services:** Unlimited access to SupportLine telephone support 24x7 provided by Micro Focus technical and product experts.
- **Free Product Updates:** New product releases, plus patches, fixes and service packs.
- **Web Services:** Online self-service for incident reporting and tracking, access to our comprehensive Knowledge Base, online samples, downloadable tools, and much more.

Making the most of your SupportLine agreement

Understanding serial numbers and incident numbers

Serial numbers are assigned to each product for all customer purchases and are used as a product identifier for the SupportLine accounts. Your serial number is indicated on the product box and on the Product Information Card inside the product box. When calling SupportLine, you are prompted to enter a serial number or incident number. Entering a serial number will take you directly to the first available expert for the product to which your serial number is linked. Product detail pertaining to your company will be delivered to that representative.

Incident numbers are assigned when you call with an issue, or log a new incident via SupportLine Web. When calling, you are prompted to enter a serial number or incident number. By entering an incident number, it will take you directly to the representative who is assigned to the incident. If the assigned representative is unavailable at the moment, your call will be routed to the next available representative.

Consider appointing a technical coordinator within your organization

Establishing a single point of contact between your organization and Micro Focus can help you make the most of your SupportLine contract. By appointing a “technical coordinator” — a single point of contact for communications between Micro Focus and your organization — can help save time and improve the quality of the mutual interaction including:

- Elimination of duplicate incidents
- Ease of establishing customer and Micro Focus priorities
- Efficient, time-saving problem solving
- A growing central point of knowledge on the Micro Focus product in your operation

The ideal technical coordinator:

- Performs in a technical (versus a managerial) capacity
- Uses Micro Focus products daily
- Assists in solving technical problems encountered by users
- Has access to the Internet and voicemail

Whenever possible, problems should be re-created and verified before contacting SupportLine in order to expedite the problem resolution response.

Customer feedback guides our improvement process

As a SupportLine member, you benefit from our continuous improvement process, which is fueled by monthly customer surveys. The responses from hundreds of randomly surveyed SupportLine customers let us know what you want and your satisfaction level. Results of the survey – which are conducted and compiled by an objective third-party business – are carefully examined and thoroughly discussed by Micro Focus SupportLine managers. SupportLine service enhancements are then targeted to address the survey results.

SupportLine Web Services

SupportLine web-based support network provides easy access to a variety of online Micro Focus technical resources available 24x7 at the convenience of your desktop.

Your personal User ID and Password gains you access to a host of support features. Here's what you can do...

- Submit an incident to SupportLine to report a problem or issue via your Web browser
- Check the status of your incidents - whether submitted online or via telephone
- Query the Knowledge Base for answers to technical questions
- Download product updates, patches, fixes and documentation
- View the list of products you own
- Check the status of your SupportLine contracts
- Read 'News from Micro Focus SupportLine newsletter' online

Register online for your User ID and Password

To prevent any delays in accessing SupportLine services and to take full advantage of the exclusive service offerings, register for your User ID and Password as soon as possible.

When your SupportLine agreement is activated, be sure to visit www.microfocus.com/supportline and click 'New User' to obtain your User ID and Password. Your User ID/Password will be sent to you via email within 48 hours of registration.

Corrections to reported defects

With your assistance, our technical support engineers will investigate a suspected defect by attempting to reproduce it. Your assistance is required in this type of investigation - sufficient information plus the minimum length of source code for reproducing the situation. This can only be performed on the most current or immediately prior release of your maintained software. If the defect is confirmed, reasonable efforts will be made to provide a correction. This can include a workaround, support release, update or equivalent of an electronic transfer, component replacement, major upgrade release or other suitable form. Corrections are made in accordance with the severity levels described in the following table.

Severity Levels and Definitions

Level	Definition
1	A major defect which prevents the use of a key documented function of the maintained software which inhibits the maintained software from accomplishing the task for which it was designed, or loss or corruption of user data with no existing workaround which impacts a business critical system or process.
2	A major defect with an existing workaround available or minor defect with no existing workaround available, which in either incident impacts a business critical system or process.
3	A minor defect with an existing workaround available, or an intermittent defect causing inconvenience or a usability issue having frequent minor end user impact. A cosmetic or low impact item. Applies also to general usage questions, recommendations for product enhancements or a documentation omission or discrepancy.

Product Updates

As a SupportLine customer, you have exclusive access to:

- ✓ All updates and new releases of covered products
- ✓ Patches, fixes and service packs
- ✓ Product documentation downloads

Many product updates, patches and fixes can be downloaded directly from our web site at www.microfocus.com/supportline. For more information, contact your local SupportLine sales representative.

SupportLine Telephone Services

A network of telephone support locations featuring teams of highly trained technical support professionals is available to Micro Focus SupportLine customers. Live conversation and voice messaging connect you directly to expert support engineers and product specialists who are current with the latest product and industry technology. Those implementing and operating Micro Focus products, as well as those needing expert assistance with integration between Micro Focus and select third-party products can call the SupportLine for support. Services are available 24 hours a day, seven days a week.

When preparing to contact us

The following steps will expedite your request and allow us to serve you more efficiently. Whether you contact us via telephone or online – the choice is yours – you will reach the same product experts who will assist you with your questions.

Have available the computer with which you're experiencing the problem.

Have ready:

- Your serial number or incident number. If you cannot locate either number, the telephone menu will take you to a representative who will assist you with a lookup.
- Your customer information, which may be needed for a first-time call, including name, organization, location, phone number, fax, email address and other contact details.
- The full product name and version number of the Micro Focus product you are calling about.
- Any third-party software and other environmental information necessary to understand the problem.
- A brief description of the problem and the steps necessary to recreate the problem. Record specific error messages. Depending upon the complexity of a problem, we may ask that you submit a re-creatable example that demonstrates the problem.

Search the Knowledge Base

The Micro Focus Knowledge Base provides you with a fast and easy-to-use online technical research library containing hundreds of documents and technical bulletins. The Knowledge Base is fully indexed, allowing quick searches through the entire database for a single word or group of words. This is the same database that SupportLine representatives use to assist product users with technical questions.

Report a problem or check status of an incident

Reporting a technical problem via your Web browser is as easy, and issues are addressed as quickly as they are via telephone. You can also get the status of your incidents online, whether they were reported online or via telephone to a SupportLine representative.

Because the incident status screens give you a view directly into the SupportLine database, you and the Micro Focus SupportLine representative are looking at the same information.

Submit product enhancement requests

Requests for enhancements of Micro Focus products can be made directly online or through a support representative. Your request provides an electronic link between SupportLine representatives and Micro Focus developers. It is a quick and easy vehicle for our customers to communicate ideas for new products, new features and enhancements, as well as to provide any feedback and suggestions to us. It also provides a mechanism for us to continually review and understand customer needs in the industry.

SupportLine Newsletter

SupportLine Newsletter is a technical newsletter published monthly via email. It is the primary vehicle for communicating news that is critical to SupportLine customers including:

- Announcement of product updates
- Announcement of patches and fixes
- In-depth technical articles
- Early Access Programs (Alpha, Beta and Early Adopter Program)
- Updates about Micro Focus solutions, hand-selected for SupportLine customers
- Training schedule and events
- Product upgrades and maintenance renewals

Free subscribe online

SupportLine Newsletter is an important part of the service we provide to our customers. Visit www.microfocus.com, click on 'SupportLine Newsletter' and select 'Register to receive the newsletter via email' to fill out the form.

Read it online

If you do not wish to receive the monthly newsletter via email, you can also view the current issue on our home page at www.microfocus.com and select 'SupportLine Newsletter'. Previous issues are also available under 'Archives'.

Other resources for Micro Focus customers

Micro Focus offers other resources for networking and training, listed below. These services are not exclusive to, but are of particular interest for SupportLine subscribers.

Exchange ideas with other users:

Micro Focus Forum located on the COBOL Portal web site

The Micro Focus Forum is a collection of public threaded message boards provided for the COBOL community on the COBOL Portal, the COBOL industry web site sponsored by Micro Focus. It provides a forum for collaboration, discussion and idea exchange among the COBOL community in general and Micro Focus users in particular. It is supported by the COBOL community, of which the Micro Focus SupportLine, Consulting and Development staffs are all a part. The threaded discussion groups and live chat sessions facilitate a unique exchange of information among this community. For more information, visit us at www.cobolportal.com.

Micro Focus Professional Services

Micro Focus is a true business partner that brings to bear expertise and services across the enterprise through Consulting and Training services.

Micro Focus Consulting leads the industry in the evolution and support of information technology, with application development experience in e-business development, distributed computing, mainframe development, software configuration management, and data connectivity solutions. Micro Focus Consulting provides customers experience with in-depth knowledge of Micro Focus product technologies and operating systems, utilities and accompanying technology.

Micro Focus Training provides comprehensive education and training solutions that help IT teams build software for competitive business advantage. Micro Focus provides comprehensive, up-to-date task-based training courses on Micro Focus product offerings and industry topics, with hands-on instruction. Visit www.microfocus.com/training.

Contact Technical Support

Antarctica & Australia

Toll Free: 1800 444 050
Tel: +61 2 9904 6111
Email: Australia.SupportLine@microfocus.com

Austria

Toll Free: 0800 293 537 (gebührenfrei)
Tel: +44 1635 565676
Email: SupportLine.Germany@microfocus.com

Belgium Dutch

Toll Free: 0800 11 283
Tel: +44 1635 565676
Email: Int.SupportLine@microfocus.com

Belgium French

Toll Free: +0800 11 279
Tel: +44 1635 565679
Email: SupportLine.France@microfocus.com

Canada

Toll Free: 1 800 MFCOBOL (1 800 632 6265)

France

Toll Free: 0800 917 355
Tel: +44 1635 565680
Email: SupportLine.France@microfocus.com

Germany

Toll Free: 0800 180 0971 (gebührenfrei)
Tel: +44 1635 565682
Email: SupportLine.Germany@microfocus.com

Italy

Toll Free: 800 784 421
Tel: +44 1635 565685
Email: SupportLine.Italy@microfocus.com

Japan

Toll Free: 0120 090985
Tel: +81 3 5793 8548
Email: support@microfocus.co.jp

Luxembourg (French)

Toll Free: 800 24720
Tel: +44 1635 565679
Email: SupportLine.France@microfocus.com

Luxembourg (German)

Toll Free: 800 24710
Tel: +44 1635 565676
Email: Int.SupportLine@microfocus.com

Netherlands

Toll Free: 0800 022 6845
Tel: +44 1635 565687
Email: Int.SupportLine@microfocus.com

New Zealand

Toll Free: 0800 177 500
Tel: +61 2 9904 6111
Email: Australia.SupportLine@microfocus.com

Switzerland German

Toll Free: 0800 564 248
Tel: +44 1635 565692
Email: SupportLine.Germany@microfocus.com

Switzerland French

Toll Free: 0800 564 246
Tel: +44 1635 565693
Email: SupportLine.France@microfocus.com

United Kingdom

Toll Free: 0044 800 783 5674
Tel: +44 1635 565784
Email: Int.SupportLine@microfocus.com

United States

Toll Free: 1 800 MFCOBOL (1 800 632 6265)

Countries Not Listed

Tel. +44 1635 565 598

You may also use the Web for reporting and following up on incidents.

For more information, please visit www.microfocus.com/supportline or email SupportLine.Info@microfocus.com.

Contact SupportLine Sales

Contact Micro Focus SupportLine Sales for any questions regarding SupportLine maintenance agreements including: how to purchase a new SupportLine maintenance agreement, how to renew an existing agreement, and/or to obtain your free product updates (SupportLine customers only).

Want to Simplify Your SupportLine Agreements?

SupportLine Sales can help simplify your SupportLine agreements by...

- Helping you save money and cut administrative costs
- Consolidating product serial numbers and accounts into a single company account to help you avoid having to track multiple serial numbers and SupportLine accounts
- Synchronizing multiple maintenance contract expiration dates into one easy-to-remember contract with a single annual payment date for all your Micro Focus products.
- Updating your account and contact information

United States & Canada

Toll Free: 1 800 632 6265 (1 800 MFCOBOL)
Email: SupportLineSales@microfocus.com

Australia

Toll Free: 1800 632 626
Email: ausales@microfocus.com

Austria

Tel: +49 89 42094 152
+49 89 42094 328
Email: Int.SupportLineSales@microfocus.com

France

Tel: +44 1635 565533
Email: Int.SupportLineSales@microfocus.com

Germany

Tel: +49 89 42094 152
+49 89 42094 328
Email: Int.SupportLineSales@microfocus.com

Italy

Tel: +39 02 69 434017
Email: Int.SupportLineSales@microfocus.com

Japan

Toll Free: 0120 209612
Tel: +81 3 5793 8550
Email: sales@microfocus.co.jp

Netherlands

Tel: +44 1635 565323
Email: Int.SupportLineSales@microfocus.com

Norway

Tel: +44 1635 565323
Email: Int.SupportLineSales@microfocus.com

United Kingdom

Toll Free: 0800 328 4967
Email: Int.SupportLineSales@microfocus.com

Countries Not Listed

Tel: +44 800 328 4967
Email: Int.SupportLineSales@microfocus.com

Resellers & Distributors

Web: www.microfocus.com/contact
Email: Int.SupportLineSales@microfocus.com

Micro Focus – Unlocking the Value of Legacy™

Micro Focus is a leading provider of legacy development and deployment software for enterprise platforms. Micro Focus enables organizations to reduce costs and increase agility with minimal risk by reusing their legacy applications with contemporary architectures and Web services. Founded in 1976, Micro Focus is a global company with principal offices in the United Kingdom, United States and Japan. For more information, visit www.microfocus.com.





beyond the call

“Micro Focus SupportLine is dedicated to providing high quality technical support with exceptional levels of responsiveness and commitment to customers and business partners.”

[Joseph Mascio, VP, Micro Focus SupportLine]

