



Working with Technical Support



Contacting Technical Support

DataDirect Technologies offers the most comprehensive worldwide technical support in the industry. We call it SupportLink. No one can match our level of expertise in data connectivity middleware. It's one of the main reasons people choose DataDirect products.

Should you ever need help getting the most out of our products, our support team is available with a live voice on the phone ready to answer questions about all of our products. Rest assured, we'll be here if you need us!

You can choose between toll-free, unlimited phone support, e-mail, and web self-service case reporting. Our SupportLink staff knows databases, standard APIs, and DataDirect products inside and out.

DataDirect Technologies' Technical Support team is a proud member of the Technical Support Alliance Network – TSANet. With Over 120 software companies worldwide belonging to the TSANet community it allow us to improve resolution times for issues which involve multiple vendors and utilize collaborative tools and established lines of communication.

SupportLink provides a number of ways for you to obtain assistance for our products. All product support inquiries are handled by the same support group, regardless if you are a trial or a licensed customer.

The following are available support options to obtain assistance for our products:

Support Option	How to Access	How it Works	This Option is Best for:
E-mail	To contact Shadow Support via e-mail: support@neonsys.com	E-mail is available for receipt 24 hours a day, 7 days a week and is answered between 8AM-6PM CST Monday through Friday. E-mail goes to the support queue, which is continuously monitored by a staff of cross functional technical experts. It is logged in the support database in the order it is received and assigned a trouble ticket number for tracking purposes. A response email is sent that contains the trouble ticket number for your tracking purposes	This type of support is excellent for low to medium priority requests. It is a proven method for providing further information on critical problems that may have been phoned in. E-mail is a convenient way of sending us a list of lower priority items you have collected at a time that is convenient for you.
Phone	To contact U.S. Shadow Support, please call: 1-800-505-6366 Outside North America: 1-281-491-4200 U.K.: +44 (0) 1753 218949	During normal working hours you will be transferred to someone who can usually answer your question on the first call. You may be required to page a support person via our phone mail system after hours.	This type of support is best for high priority requests and initial installation questions. Use this option for any obvious system errors or anytime you need the most rapid reply to your question.

Support Option	How to Access	How it Works	This Option is Best for:
Internet	To access Internet Shadow Support, please visit our website at: www.datadirect.com	Simply visit our website. Shadow Support works to keep current, relevant materials on our Web site to support our trial and licensed customers.	This option provides immediate access to documentation, updated client-side Drivers, and our product Knowledge Base. The Knowledge Base is a collection of questions answered by support, configuration advice, and resolutions to all reported problems. Use this option to answer your own questions or to get a better understanding of what customers ask on an ongoing basis.
Support Manager	To contact your Manager (U.S.), please call: 1-800-505-6366	Your manager will assist in any issues in regards to your experience with technical support including problem escalation.	Contact your manager for technical emergencies and when any additional assistance is needed.
Account Manager	To contact your Sales Representative (U.S.), please call: 1-800-505-6366 Outside North America: 1-281-491-4200 U.K.: +44 (0) 1753 218949	Your Sales Representative is your account manager. This person is ultimately responsible for your complete satisfaction.	Contact your Sales Representative for pricing information, contract details, password renewal or if you feel your needs are not being met.

Shadow Technical Support

- 24 x 7 access to technical experts
- Dedicated Support Team
 - 50 combined years of experience with DataDirect
 - Shadow products; 144 years of industry experience
 - Experts in IMS, CICS, DB2, Adabas, etc.
 - Majority of the team is co-located with Development and QA resources

Worldwide Support Centers

- Sugar Land, TX
 - Coverage from 8 am to 6 pm Eastern
 - Team is co-located with Development and QA
- Slough, UK
- Tokyo, Japan
- Morrisville, NC
 - Supports our Connect product family and can back up Sugar Land team
- Duffel, Belgium
 - Coverage from 2 am to 11 am Eastern
 - Multi-lingual resources
 - Can jump-start troubleshooting before NA office opens

Reporting an Issue

To engage support:

- Phone:

- 1-800-505-6366
- Outside North America: 1-281-491-4200
- U.K.: +44 (0) 1753 218949
- Web: - www.datadirect.com
- E-mail: - support@datadirect.com

Information needed when initiating a case:

- Company Name and Contact Information
- Environment (operating system and release levels, any maintenance applied, hardware platform)
- Problem Description
- Error messages
- Any traces or logging captured
- Standalone reproducible application
- Urgency of issue

Problem Severity Levels

- **Severity 1:** A problem that brings down the product or causes data integrity errors
- **Severity 2:** A problem that prevents a particular function/feature from working properly
- **Severity 3:** Minor failure with or without a workaround, cosmetic flaw, or a minor irritation
- **Enhancement:** Request for a feature that the product neither currently supports or is intended to support

Online Resources

- Online case reporting and status updates
- Email case reporting
- Same business day response to electronic requests
- Comprehensive Knowledgebase

- Hundreds of documents available to search for your issue and a potential resolution
- Product Updates
- Extensive Product Documentation, Technical Briefs and White Papers

Support Timeframes

- We support current release of software and one previous release
- Problems are resolved with one of the following
 - Zap
 - Load Module Replacement (hot fix)
 - Complete Package Release (hot fix)
- All fixes are included in the next release of software
- Problem turnaround times vary based on several factors but are provided to our customer when issue is reproduced and defect is filed
- Our goal for supporting new releases of platforms and databases is 90 days or less from vendor general availability release date for compatibility testing and 6 months or next release for exploitation