



Lumbergear Software Maintenance Program Guide

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Customer Support

Unique Data Solutions is committed to providing you and your organization with quality customer support. We strive to provide you with good affordable support, and recognize that when you contact us with technical or support issues, our reputation is on the line. The number one goal of our support department is to make sure that your questions are answered in a timely, efficient, and polite manner. Unique Data Solutions is dedicated to providing you with the best and comprehensive support to help you leverage your investment in Lumbergear software.

At Unique Data Solutions, we understand that quality support and maintenance is just as important as the product itself, and is part of the overall customer satisfaction. This program guide showcases the many benefits on enrolling in Unique Data Solutions support and maintenance.

Our support and maintenance plan includes email and remote support, self-help resources, software updates and bug fixes, documentation, software upgrades and professional services. Our support plan ensures you have continued access to the latest release of Lumbergear, without having to pay the price for a new license each time.

This document explains our support procedures, and additional benefits you get from us. We encourage you to read this document. If you have any questions please do not hesitate to contact us, as we are here to help you.

Support Maintenance Plans

Unique Data Solutions offers 2 types of support maintenance plans designed to handle the diverse needs of all our clients namely: Basic and Advanced Support Maintenance Plans.

By purchasing a software maintenance plan, you are essentially investing in your lumber company and Lumbergear system to ensure that you can take advantage of the latest technologies and support for latest standards. The software maintenance agreement is the most cost effective way to maximize the value of your Lumbergear investment.

Unique Data Solutions will provide you with knowledgeable support and maintenance staffs that understand the operations of Lumbergear to ensure you continue to get quality customer support. The maintenance agreement enrolls you in one of our plans. This agreement is renewed annually, ensures that your coverage is not interrupted, and helps you avoid the additional cost of having to buy "Software Maintenance Reinstatement". The software maintenance reinstatement is required if the maintenance agreement coverage lapses and needs to be re-established. The cost of renewing a support and maintenance agreement after your coverage has lapsed is greater than keeping a current plan.

Also if you do not want to be on a software maintenance plan, you are free to do so, however you will find greater value in enrolling in a software maintenance plan.

In the event that we make changes to this document that will allow us to continue to provide quality support and maintenance, we will advise our customers in writing.

Lumbergear Support Contact Information

Fax Support: 1-866-284-9883

Email Support: clientcare@udatasolutions.com

Support Hours

Technical support is available during normal business hours, Monday through Friday (8:00 a.m. to 5:00 p.m. CST), excluding holidays. Support is available via email, fax, and phone. Email support is how we provide support to our customers as it allows us to resolve support issues in a timely manner.

Resources Available to Customers

Unique Data Solutions provides numerous self help resources, online training, and video presentations for our customers. These resources come in handy when you want to find information on how to resolve a support issue, or learn the system.

Help and User Guide

You can access help from Lumbergear software by pressing the F1 key. The user guide is a printed documentation manual you receive when you get signed on to Lumbergear. The help and user guide provide you with detailed information on how to perform many operations in Lumbergear.

Live Online Training

Unique Data Solutions provides online training to customers periodically, to showcase features in the system. Online training can also be used as orientation for new company employees.

Online Video Presentations

Video presentations are useful because they give viewers a personalized experience on how Lumbergear software works. Some of the benefits of video presentation are stated:

- **Reduce Costs:** It is more expensive to have a training rep come over to your office location to facilitate training. Online video presentations reduce some of those initial costs:
- **Larger Audience:** You can target a larger audience because all you need is a computer and you are all set to go!
- **Convenience:** You can take your time and go over the online videos at your own convenience. All you need is a computer with internet access.

Customer Resource Center

The customer resource center is a password protected site that provides you access to all the latest software updates, releases, news, documentation, online videos, and information pertaining to Lumbergear.

Support Maintenance Plans

Unique Data Solutions offers several levels of annual support that consist of a specified number of support incidents. These maintenance packages were designed to meet your needs and budget.

Maintenance Levels

Basic Support

With Basic support, you will receive access to bug fixes and software update. Although you will not have access to Lumbergear software upgrades, you will receive a 30 day free email/remote problem resolution, access to online training videos, and documentation/user manual.

Advanced Support

Advanced support will provide you access to bug fixes and software updates, 1-4 software yearly upgrades, price reduction on custom software development, incident based support (email support problem resolution and remote support problem resolution), access to online training videos, and documentation/user manual.

The table below compares the different support levels.

Item	Basic	Advanced
Incident Hours	N/A	Please see your Lumbergear rep for details.
Type of Support	<ul style="list-style-type: none"> • 30 days of free email support/remote problem resolution for new customers. • Bug fixes/Software Update. • Online Training Videos. • Documentation/User Manual 	<ul style="list-style-type: none"> • 30 days of free email support/remote problem resolution for new customers. • Bug fixes/Software Update. • 1-4 yearly software upgrades. • Price reduction on custom software development. • Incident based support (email support problem resolution and remote support problem resolution) • Online Training Videos. • Documentation/User Manual
Support hours	Local business hours	Local business hours
Response time	1 business day	1 business day

Incident Support Procedures

An "Incident" is defined as a support request starting from the initial email request until closure, or resolution of the problem or issue. An incident is an issue that focuses on one aspect of the supported software - e.g. assistance with a specific problem or error message. Our support staffs always make reasonable efforts to resolve the issue but cannot guarantee all issues are resolved immediately.

When technical support is contacted for help, we document the support issue, and respond to your request promptly. When the initial contact is made with our support, our support staffs try to resolve the problem immediately. Please try to properly describe the problem you are facing, to allow us to resolve the issue quickly. Our support staff is properly qualified and trained on your supported software. In the event that an answer cannot be provided immediately, additional investigation will be performed that will allow us to answer your question.

Email technical support issues to clientcare@udatasolutions.com

Fax technical support issues to 1-866-284-9883

Information We Need to Provide Support

When you contact technical support, please be prepared. We will ask you questions to identify the problem, and the best possible route to resolve it. You will need to provide us with the following information:

- Exact wording of the error message, if any.
- Exact steps leading to problem.
- Network server edition (Windows 2000/Windows 2003/Small Business Server 2003 etc).
- Operating system edition (Windows XP Professional edition, Windows 2000 Professional, etc.)

Email Support

Email support is when our support and maintenance staff receives an email request by a customer. This request includes general questions about the software product, potential software issues, questions on the proper use of the software, and potential software defects. We prefer receiving technical support issues by email because it allows us to respond faster to your support issue. When sending a support issue, properly describe the problem, and ensure that it is related to the supported software.

How Support Incidents are Handled

Unique Data Solutions uses an in-house developed support system. This system is used by our technical and support department, sales and the development teams. Our system allows us to respond faster to support issues while maintaining and improving the quality of Lumbergear software.

Incident Management

Usually a team of first-line support staffs reviews all new support emails. Emails that open a new issue are assigned a new incident number (or multiple incident numbers if appropriate), and responded to immediately if the first-line support staffs can provide an answer right away. If the issue requires some researching it is assigned to a second-line support staff. In this case, an automated response with the incident number is generated.

Support emails that follow up on an existing support incident are automatically added to the respective conversation. The support staff assigned to the incident will communicate with the customer until the problem is resolved, steps taken to resolve the problem is fully understood or the bug is identified and reproduced. Customers with platinum support incidents receive top priority.

If the conclusion of support issue is that a modification of the software product is required (bug fix, implement suggestion etc.) the support staff will generate a new task for the development team. Changes made by the development team show up in periodic software updates.

Scheduling and Prioritizing Incidents

A team of Unique Data Solutions support staffs review support issues regularly, and prioritize and schedule them. Priorities rank from P1 to P5, with P1 being the highest priority. A support issue can be scheduled for the next maintenance release. Typically, the following types of changes are scheduled for the next maintenance release:

- Fix bugs caused by changes to previously working code.
- Fix build issues on supported platforms.
- Fix defects specific to a single platform that are not present on other platforms.
- Fix critical defects, including (but not limited to): crashes, data corruption, or loss of data.
- Update documentation and license information when deemed necessary.

Non-critical fixes that do not meet the above requirements will be reserved for later product versions, as the risk of destabilizing is greater than the benefit.

Our platinum support customers are followed up by the support staff assigned to the issue, and are scheduled and prioritized immediately. The customer will then be informed about the timeframe and action plan for a resolution of the issue.

Incident Support Classification

Urgent Priority (Priority 1/P1)

A support issue is classified as urgent priority when the system is down, and the software is not operational.

P1 Criteria:

- Software hangs, and user is not able to save work in progress.
- Data integrity is compromised

- Software functionality failure compromises data integrity, possible data loss, or software unusable.
- Software is not usable.
- Functionality failure renders system ineffective.
- Software malfunction causes mission critical applications failure to start.

P1 Examples:

- Screen consistently generates an error message and forces the application to close.
- Data is corrupted as a result of error.
- Database update or insert operation is incomplete and corrupts data as a result.
- Screens do not open when a button is clicked.

High Priority (Priority 2/ P2)

A support issue is classified as high priority when the system is impaired, and the software is operational, but not operating with full capability.

P2 Criteria:

- Software is impaired, and functionality is broken with significant impact to application.
- Frequent application failure, but no data loss occurs as a result.
- Data integrity may be compromised.
- Serious but predictable system failure
- Significant system performance degradation.

P2 Examples:

- Functionality works when done in specific steps.
- Save and update functionality does not work properly.
- Screen generates error message, but does not close application, and data integrity is not compromised.

Medium Priority (Priority 3/ P3)

A support issue is classified as medium priority when system operations are normal, and system is up and running with limited or no significant impacts.

P3 Criteria:

- Software bugs are limited, have no direct impact to system performance and functionality.
- Request to replace a bug work-around is received.
- Limited impact and defective functionality on software.
- System performance support questions and issues.

P3 Examples:

- Menu button does not work, but toolbar button works, and user has another way of getting to a screen.
- Textbox hints do not show up properly, to notify user of proper usage.
- Screen needs to be refreshed, or closed before saved results are displayed.

Low Priority (Priority 4/ P4)

A support issue is classified as low priority when minor errors are noticed in the system that has minor impact on the system performance. Enhancement requests are classified as low priority.

P4 Criteria:

- No functionality is affected.
- Customer requests performance and usability enhancements and functionality improvements to Lumbergear.
- No work around is necessary.
- User interface related.
- Minor error gives perception of low quality.

P4 Examples:

- UI is not consistent.
- Spelling mistakes
- Titles, colors are not consistent.
- Text box, labels, and button are not properly aligned.
- Mislabeled items.
- Tab order on buttons, textbox, etc is not consistent with other screens.

Incident Support Resolution

Unique Data Solutions support staffs assigned to your support issue will ensure that your support issue is properly taken care of. Support issues are ordered by

priority, and are handled on a first come first serve basis. Support issues that require modification in existing code will be reviewed by the development team, and if approved, may show up in new maintenance releases. New software functionality will be made available in new software upgrades.

Preventive Maintenance

When it comes to computers, software and networks, a little preventive maintenance can go a long way to safeguard your investment.

Virus Protection

It is good advice to have virus protection installed in your computer. There are literally thousands of viruses, worms, and Trojan horses making their way through computers everywhere, and it is no longer a matter of if, but when, one will make its way onto your computer.

There are numerous antivirus companies in the market. It is important to select a company that need updating their virus updates as new virus become known.

Some examples of good antivirus companies are:

- Norton AntiVirus
- Rising AntiVirus
- McAfee VirusScan
- Trend Micro AntiVirus
- Kaspersky AntiVirus
- AVG Antivirus

Firewall

Having a computer without security protection is like leaving your door or window open when you're away. It is an invitation for unscrupulous hackers to come in and take things! DSL lines, cable modems, and T1 line fall into the broadband category of Internet connections. If you have broadband, you should be using some kind of firewall hardware or software to protect your computer(s) from hacker attacks.

Disk Backup

Disk backup is **extremely important**. We recommend backing up your data everyday to prevent loosing your business information. If you do not have a backup device in place we recommend routinely copying important data to backup media such as a zip disk, cd-rom drive, tape drive, and others to protect against a hard drive crash, or other computer mishap.

Disk Integrity

Disk integrity checks are accomplished by running a process called Error checking or CHKDSK on your hard drives. This process scans the disk and identifies any errors or problems and will correct them for you. It's a good idea to make this part of a weekly maintenance program. To scan your hard disk for errors in XP do the following:

1. Click on **Start** and then **My Computer**.
2. **Right click on disk** you wish to scan and then click on **properties**.
3. Click on **Tools** tab at top of window.
4. Click on **Check Now** in the Error Checking section.
5. Click on boxes to **automatically fix** file system errors and scan for and **attempt recovery** of bad sectors.

Disk Defragmentation

Disk defragmentation is a process that consolidates all the little pieces of files on your disk into contiguous (all in one block together) sections. This makes disk accesses more efficient and can have a dramatic impact on the speed of your system. To run disk defragmenter, click Start, Programs, Accessories, System Tools, Disk Defragmenter. This process can run a long time (several hours in some cases) if you have not run it before or if it's been a long time since the last defragmentation. It is good to run this weekly, or at least monthly, on all your hard drives.

Temporary Files

Temporary files can take up large amounts of disk space and can slow down your system as well. There are typically 3 places where temporary files are stored. The Recycle Bin, which is where files you have deleted reside until you empty the bin. The TEMP bin is where programs put temporary files, and internet files that web browsers keep on the disk. To run disk cleanup, click Start, Programs, Accessories, System Tools, and Disk Cleanup. Many of these processes can be scheduled to run automatically if you leave your computer on at night, using the Task Scheduler or Maintenance Wizard in Windows. Otherwise, you need to set aside some time regularly to keep your system in top shape.

Rebooting Your Computer

Sometimes a simple reboot is all that is needed to get back on track. Temporary files can build up on your hard disk, taking up space in your computer's memory

and clogging up other resources. Rebooting your machine helps clear out these temporary files and improves your PC's performance.

Unique Data Solutions Services

Our services are billable, and available at a company's written request to provide services.

Remote DBA Maintenance

This is ideal for companies that need SQL Server database administration but cannot justify the high cost of a fulltime SQL Server database administrator. This plan provides a cost effective alternative to hiring a full time SQL Server database administrator.

Our database personnel periodically monitor and maintain your corporate databases remotely over a secured connection to ensure that you are up and running 24/7. In emergency situations, our database personnel can login remotely to diagnose the problem.

Onsite- Implementation

We can provide onsite implementation services for companies close to our La Crosse, Wisconsin office location. Onsite implementation allows us to come to your company location, and properly install and configure Lumbergear on your server and client machines, and ensures that you are up and running as soon as possible.

Consulting

Unique Data Solutions Consulting Services can help you with your consulting needs by analyzing and auditing problems that affect the productivity of your organization. We also plan and prioritize your business processes and recommend various solutions that focus on your core strengths and minimize your weaknesses.

Unique Data Solutions also designs and implement best practice scenarios for your organization keeping in mind of your business culture. We evaluate and help you ensure that improvement is achieved.

Custom Software Development

Unique Data Solutions can provide you with customized software development for Lumbergear. Customers on a support and maintenance plan get price breaks on custom software development.

Data Migration

We provide data migration services from your existing applications into Lumbergear. Data migration is very important and should be done properly by a qualified data specialist. The benefit of a good data migration is that data integrity of your business information is not compromised. Data migration also increases start up time, and makes critical business information from your old system available in your new Lumbergear installation.

Remote Technical Support

When remote technical support is provided, we can diagnose software related problems, assist in software installations, and troubleshooting. We typically connect to your computer via VNC, Remote Desktop Connection, or your own remote connectivity tool to provide support.

Report Writing

We can customize new reports for your organization to meet your immediate reporting requirements. The benefits of custom reports are that they provide you access to the information you need, in the presentation form that is most ideal to you.

Training

To reap the benefits of Lumbergear, you and your staff have to be prepared to adopt the new and improved software system. Employees sometimes need additional help in understanding how to fully utilize the features of a software solution. Whatever level of training is needed, Unique Data Solutions will assist you during your development in the use of Lumbergear.

Comprehensive training resources comprising of online videos and documents can assist you in your learning process. Our team is also prepared to help you achieve proper understanding and orientation of the system through proper training such as email support, phone support, online training movies, on-site assistance, and even remote database administration for users that don't have an in-house IT department.

Communication

Website

Unique Data Solutions website is meant to provide you access to latest information and resources on Lumbergear and our product and services. Visit us at www.lumbergear.com or www.udatasolutions.com

Newsletter

We email a newsletter every quarter to our customers. Our newsletter provides you with our new offerings and software products. We also provide you with important information on new technology offerings and how it impacts your industry.

Customer Feedback

We strive to continuously improve Lumbergear software. Customers face new business challenges, and our role as a technology company is to provide acceptable solutions to new problems. Customer feedback provides you with an opportunity to let us know how we can continue to improve our product and services.

An annual satisfaction survey is emailed to the main company contact, to rate how we are doing, and how we can continue to improve our product and services.

Remote DBA Maintenance

Customers enrolled in Remote DBA Maintenance, allow us to fine-tune, and spot potential problems before they occur. We provide you tips and best practice scenarios that you should have in place to improve your Lumbergear system.