



# GrammaTech

## Customer Support Handbook

# Introduction

The Support handbook is here to guide you through getting the best from GrammaTech Customer Support. We will explain how you can utilize your support options to maximize the benefits for you and your organization. Unless otherwise stated, support in the context of this document refers to application support. Please note that information in this handbook can be subject to contractual variations and may change at any time to improve on the level of service that we provide.

GrammaTech Customer Support is committed to delivering an exceptional service, and to partnering with our customers to ensure the successful deployment and use of solutions and services. We continually review our practices to improve internal operations and deliver a service that meets your diverse business needs. Our support teams are staffed with experienced support engineer who are knowledgeable about the wide range of GrammaTech products and related technologies.

Our Support Services offer:

- General system queries and advice
- Incident submission, management and reporting
- Knowledge Base and/or FAQs
- Product feedback mechanism
- Defect logging and providing workarounds

All incoming customer enquiries are answered directly by our support team according to expertise and availability. The support management team monitor open incidents and make available appropriate resources to facilitate the resolution of support cases. This process provides a formal mechanism to deal with more complex issues and ensures that high standards of customer service are maintained. As part of our continuous improvement plan, we are always keen to understand how you feel about the service received when interacting with customer support. On some occasions when we close a ticket, an online questionnaire will be sent asking for feedback on the service you've received from the customer support team. This is used to monitor and evaluate the service we deliver and to ensure we improve your experience with GrammaTech. We very appreciate your time whenever a survey is sent out.

## Customer Support Portal

The customer portal is one of the interfaces between customers and the support team. It is available 24 hours a day, seven days a week, 365 days a year, and provides a quick and easy way to log your support ticket and a central point of contact for assistance with your queries. To login or register for the support portal please use the following link:

<https://support.grammatech.com>. The Customer Portal contains a wealth of information on the GrammaTech products you use, including useful hints and tips about your software. It is continually evolving and is designed to simplify and accelerate the process of raising support tickets.

## Ticket Creation and Management

The portal is the quickest method to create new tickets, as well as being the only place to see and manage all your existing cases. When raising tickets via the portal, there are a series of fields to choose which help pinpoint the reason why you are logging the ticket. We ask you fill in as much detail as possible including the priority level and which will align with the SLAs defined later in this document. All ticket history is included in the portal under the section called "My Activities", and by default, you see only your own tickets, but we can designate members of your team to see all tickets from your company. For more information, see [How to: View all tickets in your organization and receive updates](#).

As part of our collaboration with other internal teams including those who work in engineering and product management, we have system integration built, allowing updates to flow easily into your ticket. This allows you to see what fix version as well as what development stage the issue is currently at. With this ability, you can easily see and know when things will be delivered. Timelines associated with product releases, whether they be full release or maintenance are disclosed nearer the time but please make sure to inquire if something isn't complete.

## Ticket Status

At any time, a ticket has one of the following statuses. If you see the ticket in pending status, then we are awaiting information you from. You will also receive an email notification after every status change.

Status	Meaning
Open	Ticket is active and is being worked upon
Pending	Ticket is active and awaiting response or work form you

<b>Solved</b>	Issue has been resolved but can be reopened if necessary for four days later
<b>On-Hold</b>	Request is being worked upon by another internal team or might be parked awaiting a new version of product
<b>Closed</b>	The ticket is closed and can no longer be updated. You can create a related ticket if you need to <b>follow up</b> on a closed ticket.

## Knowledge Base

Our extensive knowledge base is your centralized point of product information: from how to guides to FAQ's, these articles cover key information, commonly asked queries and features related to our software and is continually growing to serve you as quickly as possible. You can use the portal to instantly access newest releases, latest patches and downloads, with all related release notes. You don't need to log a ticket; this is all up-to-date and available for you to access.

## Ideas/Enhancements

If you find the need that a certain feature requires additional functionality that would help of solve a business problem of your own, or you see something that does need improving, then please submit a ticket. Our team of Product Managers love receiving your feedback and have a passion for ensuring our products continue to meet the needs of our customers and the market. Any idea submitted will be reviewed quickly and we'll provide feedback on whether this is something that will fit into our roadmap.

Some of the support content is open to the public, but product related content requires a customer login. The two links below will help you get started and learn more about portal features.

- [How to: Request a new GrammaTech Support Portal Account](#)
- [Welcome to the Support Portal](#)

## Additional Self-Help Resources

Beyond the resources available on the portal, a lot of our software has inbuilt help files which replace the traditional "User Manuals". Some have search functionalities to help assist you with your queries, which can facilitate a quick turnaround by providing detailed information on a specific area of the software. We do have available training material which can be used to get up to speed quickly. Under each knowledge base product there is a training section, and all content can be stopped and started so you can accomplish learning at your own pace.

## Before You Contact Us

There are several steps you can take to help the support team resolve your issue as soon as possible. Where possible, please try recreating the issue and determine any contributing factors so you will be able to let our support engineers know the business scenario and impact. In most cases, the team will need to recreate the issue themselves before they are able to resolve it and providing these steps will assist in reaching a swift resolution to the problem or question. Please ensure any issues are triaged by these internal resources prior to contacting support. For further details please see below examples of what is needed before you submit a ticket.

1. The GrammaTech product with which you face an issue or have questions
2. The product version
3. The reason for contacting us
4. Version numbers of any relevant third-party integration tools
5. Signature Text (found in CodeSonar installation directory – signature.txt)
6. The priority, based on the business impact of the issue
7. Any log files related to parsing and analysis, project files, command line parameters and all compiler settings where applicable.

The completeness and detail of the issue description is important for helping our support staff solve your issue quickly and efficiently. Please provide us with the following information as relevant:

- What were you trying to accomplish?
- What steps did you execute that resulted in the issue?
- What result did you expect?
- What was the actual result?
- What is the most recent change in your environment? Examples are: Upgraded from version X to version Y, installed a patch, integrated a new plugin version, reinstalled a new OS, and so on.

To reduce the time spent going back and forth, we ask you review the knowledge base sections where you'll find a wealth of information including troubleshooting advice.

- [CodeSonar](#)
- [CodeSentry](#)

## Contact the Support Team

There are several options available to you when contacting our support team which are detailed below:

- Customer Portal For an overview of all key portal features please refer to Customer Portal
- Email: You can email our dedicated support team using [support@grammatech.com](mailto:support@grammatech.com)

Using the support portal to submit tickets rather than email makes it easier for you to give us the information we need to efficiently address your issue or request. And it gets you into the habit of logging into the portal to see ticket history or new support content.

## Support Offerings

GrammaTech offers two main support offerings focused on assisting customers improving their software quality, security and safety. Different customers have different needs in their software development lifecycle and the two-support offering aims to provide flexibility. Standard support is aimed at software development teams for which static analysis is important, but not critical, while the premium support is aimed at teams in which static analysis is a key part of the release cycle and hence dedicated Service Level Agreements (SLAs) are key to support the business.

To ensure that your solution platform is in the best shape to enable your software development teams, many of the top enterprises in the world have identified Premium Support to be crucial. Our Premium plan provides a dedicated global team of Senior Support Engineers committed to delivering higher SLAs through first response, effective triage and providing high quality resolutions to mitigate risk. For further details, please see [GrammaTech Customer Support Offerings](#)

## Priority Levels and SLA's

When creating a ticket, a priority impact level will be determined by mutual agreement between yourself and GrammaTech. For Priority 1 cases we always encourage our customers to log a ticket via the portal and title the response with **\*\*Urgent\*\*** to ensure that they receive the relevant attention as quickly as possible and minimize any disruption to your operations. Once a priority is allocated, we will very rarely alter the priority of an Incident and will never do so without discussion with you. The priority of an issue will direct the application of resources within the support organization. For all priorities you should expect to receive email confirmation that a case has been raised. You may also receive additional information or be contacted by a support engineer within a listed response times shown below and depending on the priority of the issue raised. Those impact definitions are shown below.

## Customer Impact Definitions

Impact	Definition
P1	Any issue that causes the Software to be nonfunctional
P2	Any issue that causes a significant or ongoing interruption of use of critical functions with no acceptable work-around available, as determined jointly by the GrammaTech and Customer
P3	Any issue that causes limited interruptions of use of a non-critical function as determined jointly by the GrammaTech and Customer
P4	Any issue that does not significantly impede work or progress, a general question or issue

## Response Times

Our standard SLA can vary depending on which support package you have purchased and are listed below. Where target response times are defined these all refer to normal business hours, see below. To meet target response times, it is essential our support engineers have all the necessary information [before submitting a ticket](#).

Impact	Standard Response Times	Premium Response Times	Follow-up
P1	1 day	2 hours	Ongoing assistance until resolution
P2	1 day	2 hours	Ongoing assistance until resolution
P3	2 days	1 day	If, in GrammaTech's sole determination, a workaround or other developer solution is appropriate and feasible utilizing reasonable efforts
P4	3 days	2 days	No follow-up defined

Support services via electronic mail or via the support portal are between the hours of 9:00 AM and 6:00 PM, U.S. Eastern time, Monday through Friday excluding US public holidays.

## Escalating a ticket

We always strive to resolve your issues as quickly and efficiently as possible. But if for some reason you feel more attention is needed, or over time the urgency of an issue has increased, you may request that we escalate it.

Escalation raises the priority and adds additional resources as ticket followers to increase focus and provide more assistance. Product owners, Sales Engineers, and Sales may be looped in to create additional awareness.

## Reopening a Closed Ticket

Four days after we solve a ticket it automatically moves to a closed state and cannot be updated or reopened. When we solve a ticket, you have four days to respond and reopen the ticket if the issue wasn't resolved to your satisfaction.

If you need to follow up on a closed ticket, click Create follow-up in the lower right corner. A new related ticket will be created.

## Solving a Ticket

Tickets can be closed in one of two ways:

- If the issue has been resolved and you indicate that the ticket can be closed.
- If the ticket status is Pending (waiting for input from you) support will remind you on two occasions for additional information and if there has been no input, the ticket will be resolved. We will not close tickets without your consent unless we don't hear back from you after the two follow-up events.

# Product Support Lifecycle Updates, Upgrades and Feature Enhancements

GammaTech recommends that customers keep current with the new releases and software maintenance updates to take advantage of advancing technology and customer-inspired enhancements. Access to these new releases is your entitlement by investing in your maintenance and support contracts. Maintenance updates address one or more specific feature issues.

As GammaTech products evolve, we necessarily must drop support for older versions as we add new features and update core functions such as APIs. Defects will often be fixed in a new product release and not ported back to previous versions. If you find a defect in an unsupported version, we will likely not fix it. In such situations we strongly encourage you to upgrade. Please see the following [article](#) for supported versions of our products:

## Support Includes

- Incident Support - Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation
- Assistance with issues during upgrades
- Identifying and creating needed defect reports
- Guidance around implementation and configuration

## Support Does Not Include

- Customers without a valid maintenance agreement
- End of life, Beta, Release Candidate or Development Releases
- Customized versions of GammaTech products (customized = original code that has been modified)
- Product Training

## Fixing Defects

- GammaTech Support will help with workarounds and defect reporting
- Critical defects will generally be fixed in the next maintenance release
- Noncritical defects will be scheduled according to a variety of considerations

## Support for Third Party Integrations

GammaTech Customer Support will make a best effort to support 3<sup>rd</sup> Party integration tools. Please see specific documentation for [external integrations – continuous integration \(CI\)](#) when integrating with your own delivery pipeline.

## Data Protection Policy

We have worked hard towards establishing an efficient data protection compliance framework within our organization and comply with our obligations towards processing Personal Data.

For details regarding our Privacy Statement please visit the Advanced website: <https://www.grammatech.com/privacy-policy>

## Personal Identifiable Data

In order to maintain security and comply with the applicable data protection legislation, when you request help no information can be taken from you that uniquely identifies an individual beyond what is available in the public domain. If such information is received, GammaTech support are obliged to destroy the communication, and will contact you to obtain anonymized information instead. We are committed to protecting your intellectual property as if it was our own. The following text is found at the bottom of all support messages we send to you:

*Do not upload or send any confidential and/or proprietary information to this ticket. If you believe your request requires the submission of any confidential or proprietary information, please reach out directly to the support engineer to confirm and if necessary, a secure file transfer mechanism will be used.*

If the information you want to send us is sensitive or otherwise confidential, we can provide you with access to a ShareFile secure folder. We can also provide a key if you'd like to encrypt it. For more details, please see [How GammaTech Customer Support handles confidential information](#).