Denodo Software Maintenance and Support Service Guide

Denodo is committed to helping you succeed with the Denodo Platform through our comprehensive network of technical support and services. This Guide provides an overview of the features and benefits of Maintenance and Customer Support, and clearly outlines how to reach us wherever you are, whenever you need us.
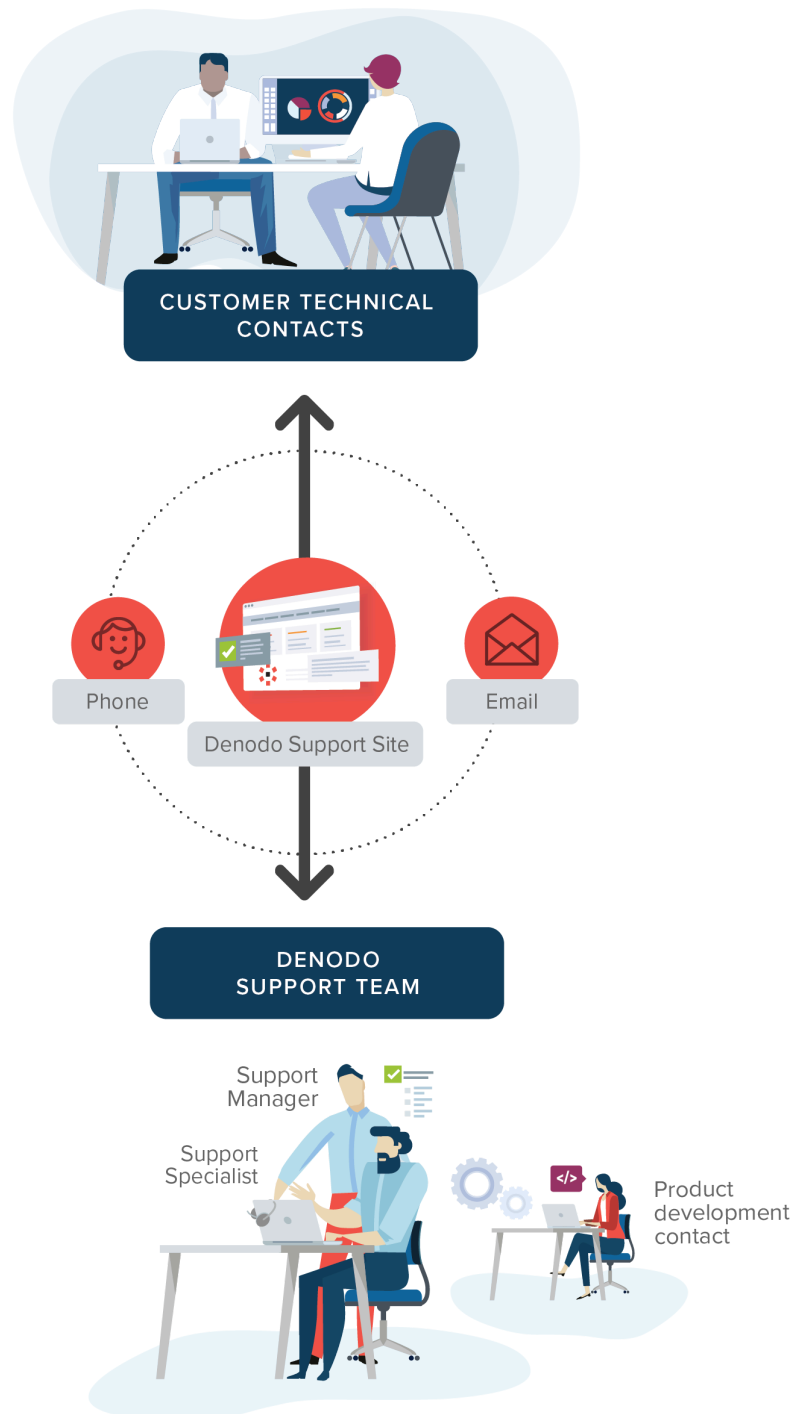
Denodo Maintenance and Support
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1. Introduction

Denodo is committed to helping you succeed with the Denodo Platform through our comprehensive network of technical Support and Professional Services. This guide provides an overview of the features and benefits of Denodo Software Maintenance and Customer Support, and clearly outlines how to reach us wherever you are, whenever you need us.

Customers may contact their Local Denodo Support Centers to open a new Service Request (SR) or to follow up on an existing SR by email, via the web, or by telephone.

CUSTOMER TECHNICAL CONTACTS

Phone

Denodo Support Site

Email

DENODO SUPPORT TEAM

Support Manager

Support Specialist

Product development contact

2. Denodo Support Levels

This chapter describes the Denodo License Maintenance and Support Service Level Agreements.

There are three Denodo Support Levels:

BASIC SUPPORT	STANDARD SUPPORT	PREMIUM SUPPORT
Designed for evaluation licenses and developers teams from customers or partners, focused on improving developer productivity and reducing project risks.	Designed for subscription or perpetual licenses in production environments.	Standard support benefits plus 24x7 global coverage, faster response, and extended version support.

DENODO SUPPORT SERVICE OFFERING

	Basic	Standard	Premium
Service Request (SR) registry			
Telephone channel	Not available	Local Support Center telephone in local Support Center business hours coverage	24x7 local and international Support Center telephones for Severity 1 Service Requests (SR)
Email channel	Not available	support@denodo.com	support@denodo.com
Web channel	http://support.denodo.com	http://support.denodo.com	http://support.denodo.com
Customer contacts	1 Primary contact	1 Primary and up to 3 Backup Support Users	1 Primary and up to 7 Backup Support Users
My Team	Not included	Unlimited	Unlimited
Software updates			
Updates	Included	Included	Included
Beta updates	Not included	Included	Included
DenodoConnects	Included	Included	Included
Notification	Included	Included	Included
Notification channel	Support Site	Email, Support Site	Email, Support Site
Availability	Support Site	Support Site	Support Site
Hotfix	Not included	Included	Included

	Basic	Standard	Premium
General Support	Included	Included	Included
Upgrade to new version	Not included	Included	Included
Extended Support	Not available	Not Available	Available at an additional charge
SR working coverage	Local business hours	Local business hours	24x7 local and international Support Centers for Severity 1 SRs. "Follow the sun" among local Support Centers during local business hours for Severity 2 SRs. Local business hours for Severity 3 and 4 SRs.
Response times			
Severity 1	Not included	<= 4 business hours	<= 2 hours
Severity 2	<= 2 business days	<= 1 business day	<= 4 business hours
Severity 3	<= 2 business days	<= 2 business days	<= 8 business hours
Severity 4	<= 2 business days	<= 2 business days	<= 8 business hours
Technical Account Manager	Not included	Not included	Included
Designated Support Team	Not included	Not included	Included
On-demand Training*	Included	Included	Included
Access to Certification Exams	Not included	Included	Included

* On-demand training courses can be leveraged only by employees of the customer organization and not by any third-parties (such as vendors, providers or partners) without written consent of Denodo or as permitted by the applicable Software License Agreement. Employees will be identified by the customer's corporate email address used during training services registration.

For information about Denodo offering on AWS and its Support, please visit this page.
For information about Denodo offering on Azure and its Support, please visit this page.
For information about Denodo offering on Google Cloud and its Support, please visit this page.

2.1 Severity Levels

When a new Service Request (SR) is opened, information is requested to determine the Severity Level. There are four Severity Levels:

Severity 1, Emergency. This is a production problem which impacts the production systems so production systems are down or not functioning and no workaround exists.

Severity 2, High. This is a problem where the production systems are functioning but in a severely reduced capacity. The system is exposed to potential loss or interruption of service and no workaround exists.

Severity 3, Medium. This is a problem which involves partial non-critical functionality loss and allows continuing to function.

Severity 4, Low. This is for questions, document and functional clarification, or recommendations for a future product enhancement or modification.

Denodo Support will evaluate the SR together with the customer. After evaluating the request, the Support Team may determine to change the severity of the case based on the impact that the problem has on the use of the Software.

A Severity 1 Service Request (SR) could be downgraded if the Support Specialist tries to contact the customer in a 24-hour period without success. Similarly, a Severity 2 may be lowered to a Severity 3 if the customer does not respond in a timely manner.

2.2 Business Support Hours

Customers may contact the local Denodo Support Center to open a new Service Request (SR) or to follow up on an existing SR by telephone, email, or via web.

SRs can be submitted online 24x7 through the Denodo Support Site (http://support.denodo.com) or during local business hours through support@denodo.com.

Telephone support is available per region or country (where available). Customers can access their local Denodo Support Center phone number after logging into the Support Site. Customers will be required to provide a Denodo License Code for validation of their support service. For submitting SRs by phone, time scheduling is available on the Support Site.

2.3 Support ACK

After an SR is received via any channel, it is acknowledged (ACK) with an email message which includes the unique SR code to the authorized customer contact.

2.4 General Information Needed to Open a Case

Type (Question, Request, Problem)

Severity

Priority

Denodo Platform License Code

Denodo Platform Version

Latest Denodo Platform Installed Update

Operating System and patch level (Windows 10, Windows Server 2016, Ubuntu 16.04, Centos-7,...)

Hardware Platform (Intel/AMD, HP/Alpha, MacOS, AWS, Microsoft Azure, Google Cloud, Docker)

Java Virtual Machine vendor and version

Detailed Error Description

Has this happened before? Can it be reproduced?

When did this happen?

Compressed file with the Denodo Platform file logs from the directory %DENODO_HOME%\logs

Compressed file with the Denodo Monitor file logs from the directory %DENODO_MONITOR_HOME%\logs.

Exported VQL of the views (with dependencies).

Execution trace for the view/s. Open the view > execution panel > execute > Execution Trace > Save trace to a zip file (selecting the Include trace and image options)

List of changes made in Denodo Platform default configuration (i.e $DENODO_HOME\conf\VDBConfiguration.properties file

If this information cannot be provided for some reason, it may adversely affect the time required to resolve the case.

With complex cases, Denodo will focus on first reproducing the issue in Denodo's own environment. This will allow more extensive testing to be performed without impacting the customer's work schedule. Sometimes it is necessary to ask the customer to supply additional information and perform additional tests. Denodo will always seek to explain why such actions are necessary.

2.5 Priority Levels

When a customer opens a new Service Request (SR), he/she will be asked for the priority level. There are three priority levels:

Priority 1, High. This issue is business critical and requires the earliest attention. The repair of this issue should commence immediately before other Customer issues.

Priority 2, Medium. This issue results in a moderate impact on business operations. It should be resolved in the normal course of support activities.

Priority 3, Low. This issue has no impact on business operations. The repair can be deferred until more serious issues have been resolved.

2.6 Understanding Denodo's Service Request Status Codes

Denodo uses several status codes to indicate the current status of the SRs logged in the Denodo Support Site. These status codes are not static and it is recommended to periodically check them to keep the process moving and get an answer more quickly.

The most common status codes are:

New: The SR is submitted and it is waiting for an initial action. It has not been assigned to a Support Specialist yet.

Assigned - In Progress: The case has been assigned to a Support Specialist and investigation into the issue is proceeding.

Waiting for Customer Action: The Support Specialist is awaiting an action by the customer contact in order to proceed with the next step in resolving his/her case. This usually means the Support Specialist needs the customer to collect additional information, to try something, or has more questions for him/her.

Meeting Scheduled: The Support Specialist has offered a call to the customer and the case is on-hold until that meeting is done.

Software Update - In Progress: A product defect, or bug, has been submitted as a result of this case and the Support Specialist has provided the customer with a workaround.

Solution Offered: A solution has been provided for the case. However, the Support Specialist is awaiting final confirmation of the solution from the customer before fully closing the case.

Closed. A solution has been provided for the case and the case has been closed.

Close - Initiated: The Support Specialist did not receive the requested information or action from the customer. The Support Specialist will attempt to contact the customer three times over a one-month period.

Closed - No Response from Customer: The Support Specialist researched the case and requested additional details from the customer. The customer contact cannot be reached or did not respond after repeated attempts.

Closed - Dismissed: The SR has been marked as an invalid case by a Support Specialist. The reason for the invalid status will be referenced in the response mail.

Please, help Denodo help you by monitoring your SRs because we want you to get your answers as quickly as possible.

2.7 Virtual Meetings

A Denodo Support Specialist will propose a virtual meeting to a customer after gathering all the required information and when unable to reproduce an issue.

During a virtual meeting, the customer remains in control at all times. Control of keyboard and mouse can be handed over to the Support Specialist as needed. However, the customer can take back control at any time.

2.8 Escalations

Denodo Support Specialists always work on getting a resolution to all customer Service Requests (SRs) in a timely manner. Technical Account Managers are proactively reviewing SRs to ensure that the appropriate resources and level of focus are applied to them.

If a customer is not satisfied with the progress of a SR, an escalation can be requested. The first point of escalation for a customer should be the Support Specialist who is working on the SR. The customer can request the priority of the SR be increased. Additionally, a special escalation

designation can be added internally to the SR to reflect the customer request. Premium Support customers can also escalate the SR to their Technical Account Manager using the Denodo Support site.

If the customer is still not satisfied with the progress after the escalation, the local Support Manager will be immediately informed and will involve all the necessary resources to ensure the SR is resolved to the satisfaction of all parties.

2.9 Global Business Support Hours

Premium Support customers can purchase Global Business Support hours. This allows them to extend their Premium Support to receive Global Business hours coverage for Severity 2, Severity 3 and Severity 4 Services Requests.

Services Requests are assigned and answered by the Denodo Support Center that is active when the Service Request is open.

For more information on Global Business Support Hours reach your Account Owner.
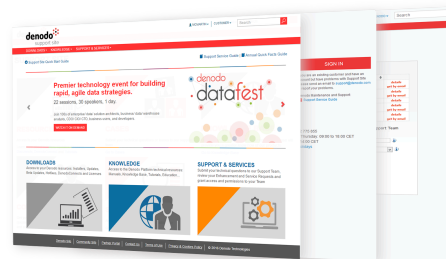
3. Denodo Platform Software Maintenance

This chapter describes the Denodo Platform Software Maintenance Service included in the Maintenance and Support Services contract.

3.1 Support Site

Denodo Support Site is available at https://support.denodo.com.

The aim of the Support Site is to provide customers with a web portal for downloading the Denodo Platform Software, obtaining licenses, access to documentation and updates, as well as allowing the registration and follow-up of SRs.

3.2 Software Updates

Denodo publishes software updates on a regular basis as part of the Software Maintenance License.

Users are notified of these software updates via the Support Site where they are available for downloading with just a click.

Denodo averages a major release every around 2 years and averages from 4 to 6 software updates in between two major releases. Customers who are currently on standard or premium support are eligible to receive all software updates. In order to obtain license upgrades for a new release, Customers shall access the Denodo Support Site and complete the upgrade request process by discovering the new version.

Semantic versioning is available from Denodo 9 on:

Release Type*	Release cycle	Description
Major Version	~2 years	New version of the product with modern outstanding features. Can potentially break backwards compatibility
Minor Version**	2-4 per year	Include new features, enhancements and bug fixes, in a backward compatible manner
Patch	Monthly	Include backward compatible security patches and important bug fixes

* Format: major.minor.patch. E.g. 9.1.2

** By default, minor versions get patch releases until the release of the next minor version. Specific minor versions include Long Term Support (LTS) to guarantee patch releases for a year.

3.3 Supported Platform Releases

Denodo Platform Maintenance and Support Services provides General Support on two major software releases (major versions): the latest software release and the previous software release.

General Support is available for a minimum of 4 years from the date a new version of Denodo Platform becomes generally available.

Premium Support customers can also purchase Extended Support on a version for 6 or 12 months after the General Support for that version expires. For more information on Extended Support reach your Account Owner.

	Release Date	End of General Support Date	End of Extended Support** Date
Denodo Platform 9.0	Jun 2024	Jun 2028*	Jun 2029*
Denodo Platform 8.0	Jun 2020	Jun 2026*	Jun 2027*
Denodo Platform 7.0	Mar 2018	Jun 2024	Jun 2025

Future dates are provisional and reviewed periodically, based on the plan to release a major version of the Denodo Platform approximately every 2 years and may be extended.

*** Premium Support is required for Extended Support.*

Denodo will not generate software updates for older software releases than those referenced above or without General Support. Customers with Extended Support can still receive software updates through hotfixes.

3.4 Support Terms

Support Fees
Support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant ordering document. Your commitment to pay is required to process your support order with Denodo. An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of support.

Support Period
Support is effective upon the effective date of your ordering document unless stated otherwise in your relevant ordering document. Unless otherwise stated in the ordering document, Denodo support terms, including pricing, reflect a 12 month period (the "support period"). All support services ordered for a support period and the related fees are non-cancelable and non-refundable. Denodo is not obligated to provide support beyond the end of the support period.

Support Contacts
Support Contacts are the sole liaisons between the Customer and Denodo for Technical Support. There are three type of contacts:

➔ ***Primary Support Users*** are responsible for (i) overseeing the customer service request activity, (ii) developing and deploying troubleshooting processes within the customer organization and (iii) managing the License Keys from the Support Site.

➔ ***Backup Support Users*** are responsible for resolving customer issues.

➔ ***Team Members*** can read support cases.

Primary and Backup support users **must be individual**, each linked to a unique email address. Group email addresses or shared accounts are not permitted.

Support Contacts Rights

Support Contacts can do different actions in the Denodo Support Site depending on the type of the support contact.

Capability	Primary Support User	Backup Support User	Team Member
Manage Corporate License Keys	✓	✗	✗
Download items (installers, updates, hotfixes...)	✓	✓	✗
Create Support cases	✓	✓	✗
Meet a Technical Advisor	✓	✓	✗
Write in Support cases	✓	✓*	✗
Read on Support cases	✓	✓**	✓**
Access to Knowledge section	✓	✓	✓
Access Enhancements section	✓	✓	✓
Manage My Team	✓	✗	✗

For their own personal cases and when added as collaborators on other cases (it requires the primary contact granting "Write Cases" privilege to that backup support user).

*** When they have read privilege.*

Matching Service Levels

When acquiring support, all licenses must be supported under the same Denodo support service level.

4. Glossary

ACK Acknowledgement.

After Hours All the non business hours, including holidays.

Backwards Compatibility Means that a software is compatible with its previous software release.

Beta Update Means an advance version of an update. It is only intended for testing purposes and must not be used in production environments.

Business Hours Normal hours of operation for the Support Service in the customer's local zone, excluding local holidays.

Case Record created in submitting technical questions or issues.

Defect The supported software is not functioning according to the documentation.

DenodoConnects They are a collection of components that expand the possibilities of the Denodo Platform.

Extended Support It is a temporary extension for Denodo versions that runs out of General Support.

Fix A permanent solution to a SR that is included in a software update.

General Support Product development staff is regularly delivering updates which add fixes and enhancements for a specific version.
For the avoidance of doubt, the General Support includes both "Active Maintenance" and "Passive Maintenance" as such terms are defined in prior versions of this Guide.

Hotfix Hotfixes are temporary solutions to address a specific customer Support Request and must not be distributed outside the customer organization.

License Code Unique identifier for the software license key.

Major Release/Version New version of the software that may not retain backwards compatibility in some features (will be clearly documented).

Minor Release/Version Software release Including new features, enhancements and bug fixes for a specific major release/version, in a backward compatible manner.

My Team Section of the Denodo Support Site for managing Backup Support Users and Team Members.

Patch Software release including backward compatible security patches and important bug fixes, with a by default monthly release cycle.

Priority Measure of the importance to solve a Defect irrespective of the impact that the Defect has on the use of the Software, as determined by the Customer.

Resolution A resolution in the case of a software defect could be a future software update. If the SR does not involve an error, a resolution is a solution in which the customer agrees the SR has been resolved.

Service Request Status Code Indicates the current status of the Service Request logged in the Denodo Support Site.

Severity Measure of the relative impact a Defect has on the use of the Software, as determined by the Customer and Denodo.

Software Update (or minor release) New version of the software enhancing the functionality, it is backwards compatible within the major release. It can contain functional enhancements, extensions and error corrections or fixes.

SR Service Request.

Support Specialist A designated support agent who works on getting a resolution to a specific Service Request (SR) in a timely manner.

Technical Account Manager A designated Denodo technical contact who works collaboratively with your team and has knowledge of your technical environment. TAM will help you get the most out of Denodo Support and will engage the best resources to resolve any issue you may have.

Update Means a release or version of the software containing functional enhancements, extensions, error corrections or fixes.

Workaround A solution to a SR that may be replaced with a permanent solution included in a software update.

support.denodo.com

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