Software Pursuits

Upgrade & Support Plan & Technical Support Guide

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Our Customers Are Our Focus

Software Pursuits is focused on helping customers solve their data replication and synchronization needs. We take great pride in developing innovative, powerful, and easy-to-use software solutions backed by expert support. This document outlines the Upgrade & Support Plan and the support services available to our customers.

Contacting Software Pursuits

Software Pursuits can be reached at:

Address

140 Chestnut Ln
San Mateo, CA 94403

Phone Numbers

Sales (United States): 1-800-367-4823
Sales (International): 1-650-372-0900 option 1
Technical Support: 1-650-372-0900 option 2

E-mail Address & Web

Sales: sales@softwarepursuits.com
Support: support@softwarepursuits.com
Knowledge Base and Support Center: https://support.softwarepursuits.com

Upgrade & Support Plans

An annual Upgrade & Support Plan is available for purchase to provide support services to customers, as detailed in this section. The Plan must cover all activated SureSync licenses to ensure uninterrupted access to priority technical support.

An Upgrade & Support Plan entitles customers to the following:

- Unlimited telephone, remote meeting, and priority e-mail support during standard business hours (Monday-Friday 7:00am to 4:00pm PST). *Note: Priority e-mail means customers who have purchased a Support and Upgrade Plan will be "the first served" regarding e-mail support. As always, this is based on the volume of priority e-mails received. We will always try to respond within 24 hours.*

- Free software upgrades for the term of the contract.

The Support & Upgrade Plan is only available for workstation licenses at a quantity of 25+ licenses or if the same account has server licenses.

Business Hours

Software Pursuits is available Monday through Friday from 7:00AM to 4:00PM Pacific Standard Time (PST).

Self-Help Support

Software Pursuits has self-help technical support resources available 24/7 on our website.

Knowledge Base

The Knowledge Base can be accessed at https://support.softwarepursuits.com and includes solutions to frequently asked questions.

Product Documentation

Detailed Evaluator's Guides, online versions of the help files, training videos, and more are available at our SureSync Product Resources page at https://support.softwarepursuits.com/suresync-documentation.

Product resources for SureSync MFT are available at https://www.softwarepursuits.com/managed-file-transfer/mft-resources.

E-mail Support

Submit your request to our support team using the form at https://support.softwarepursuits.com/kb-tickets/new. Our response will include an issue number that can be used via e-mail and phone to access the records of your support issue.

Telephone Support

Support is available via the telephone at 1-650-372-0900 option 2. Support is available Monday through Friday from 7:00AM to 4:00PM Pacific Standard Time (PST).

Phone support is available to customers with an Upgrade & Support Plan and those on a trial free of charge.

Troubleshooting and Diagnostics

When contacting Software Pursuits for support, please provide as much detail as possible when describing a problem. Be prepared to supply us with errors/warnings from the log viewer, the Application Event Viewer in Windows, and screenshots. Without this information, the resolution of your case will be delayed because the support team member assigned to your case will need to gather such relevant information first.

Please provide the following:

- Your name and company name
- Your phone number and e-mail address
- The name of the product you're looking for support on
- The version number of the product
- The operating system and database type of the SureSync database
- A complete description of the problem, including steps to reproduce and any error messages

Software Pursuits will not close an issue until we have received confirmation from you that the issue has been resolved. The exception is in cases of non-response. The issue will be closed if we do not hear from you in 5 business days.

Your Responsibilities

We ask that you respond to all technical support requests promptly so that we can work to resolve your issue as fast as possible. Often, we will need additional information from you to be able to arrive at a resolution.

If we schedule a remote support session with you in advance, the support team member will wait for your arrival for 10 minutes. If you are more than 10 minutes late, the meeting will be canceled and must be rescheduled for a future date and time. Please be on time for scheduled meetings.

We aim to respond to all customers with an Upgrade & Support plan within 24 hours.

Scope of Technical Support

We are happy to support your use of our products, and our goal is 100% customer satisfaction. We will help resolve any issue you may encounter with our software. However, there are certain limitations to the technical support we can provide.

- Support is limited to reporting and correcting software defects. We also aid with the installation of our software and basic configuration assistance. Providing extensive setup assistance and training is beyond the scope of technical support. Detailed documentation and training videos are available to assist with configuration.
- Professional services are available for more detailed training and configuration needs. For a fee, a representative can guide you through the setup process via a remote support session and complete the configuration for you.
- Support is not able to assist with the configuration of third-party products such as firewalls. We can provide general guidance about what needs to be done, such as opening a port, but the sheer number of these devices makes it impossible to train support staff in all the configuration options.
- Some issues are beyond our control. The support team will help in any way we can but cannot provide support for issues not directly related to our software, such as operating system problems or problems with third-party software such as SQL servers.
- We can only provide support for supported versions of our applications. Please consult the End of Life (EOF) guide for the support status of the different versions of our software. Support for older versions is only available through online self-help resources.