

VMS Software Inc. Customer Support Contact Tree

VMS Software Inc.

800 District Avenue, Suite 530

Burlington, MA 01803

United States

Table of Contents

Initial Contact for Inquiries and L3 Problem Reports	2
Reporting Critical Outage Problems	2
Technical Account Manager (TAM)	2
Problem Reporting Requirements	2
Problem Contract and System Information	2
Problem Statement.....	2
System Dump File	2
Obtaining Status on Existing Cases	3
The Escalation Process.....	3

Initial Contact for Inquiries and L3 Problem Reports

Report all problems and direct all inquiries to the VSI software support email address or the VSI direct support USA phone number:

support@vmssoftware.com or Phone +1 978-451-0921

Reporting Critical Outage Problems

Always call the VSI support line phone number when your problem involves critical outages to your production systems like system unavailability, system hangs, etc. Calling the phone number ensures the quickest response time.

Technical Account Manager (TAM)

If you purchased Platinum or Gold level support for a VSI OpenVMS operating environment version, V8.4-1H1 or later, a technical account manager is available to you. Your TAM is the primary contact for any issues and questions concerning VSI Support. Your TAM can schedule meetings to review status of your VMS issues and plans. Frequency of status meetings is to be agreed upon by you and your TAM.

Problem Reporting Requirements

Contract and System Information

This information should be communicated in the problem report:

- Your VSI Support Number (VSN). The support number is typically your VSI Order Number (VON). If your support contract covers an older HPE VMS version, your VSN is typically your company's or your reseller's purchase order number.
- The server name of the system(s) with the problem.
- The criticality of the problem: Critical production problem, major problem but systems functional, minor problem to be fixed, nuisance, inquiry.
- The output of the VSI\$SUPPORT.COM DCL script is requested if possible. The script can be downloaded from the www.vmssoftware.com.

Problem Statement

Include an accurate problem statement describing the user visible behavior or symptoms, when the issue started, and any changes in the environment made prior to the issue surfacing.

System Dump File

If a problem resulted in a system crash, technical support will create a drop box user account on the vsiftp.vmssoftware.com server. Please transfer the system dump file to VSI for analysis as soon as possible. If you cannot transfer the dump file to VSI, providing remote analysis of the dump file to VSI is desired.

Obtaining Status on Existing Cases

All contact to VSI generates a unique case number. You receive the case number assigned to your inquiry or problem during your initial report. Please include the case number in the subject line or in the text of email messages requesting status on cases.

The Escalation Process

Escalation of open issues concerning your VSI support follows these levels:

1. First Level of Escalation: If your support services include a Technical Account Manager, raise the issue to your TAM.
2. Second Level of Escalation: VSI Product Support Management
Dave Sweeney, +1-978-451-0895 Dave.Sweeney@vmssoftware.com
3. Third Level of Escalation: VSI Management Team