

Factorytalk® ProductionCentre Support Policy Guidebook

Technical Support Programs

Each of our Support Programs includes application, developer and installation support, Escalation Management, product and documentation updates.

The following types of Technical Support are available:

- Standard Support, includes Web Support
- Extended Support (24/7), includes Web Support
- Onsite Support

Contact your sales representative for further details on purchasing these services.

Standard Support

Standard Support is intended for companies that have basic service needs.

This includes the following:

- Access to Web Support.
- “Second tier” technical support provides support to Designated Contacts, who are FactoryTalk® ProductionCentre trained contacts at your company. The designated contacts are responsible for providing support to other users at your company.
- Standard support hours are Monday through Friday, 6:00 am to 6:00 pm Pacific Time, excluding Rockwell Automation® holidays.
- Maintenance releases are provided for significant business impacting product defects on a mutually agreed basis.
- Software updates (example: v7.0 to v7.1) are provided for the products you currently have licensed and supported.
- Major software version upgrades (example: v5.0 to v6.0) are provided for the products you currently have licensed and supported.

LISTEN.
THINK.
SOLVE.®

Extended Support (24/7)

Extended Support meets the requirement for 24x7 support. Extended Support includes Standard Support program options plus the following:

- For Severity 1 production usage issues, 24x7 support is provided. For all other issues, standard support business hour coverage applies.

Our Technical Support Engineers are highly skilled engineers who can help your development team with questions and issues that arise from use of FactoryTalk ProductionCentre's customization tools. We have ambitious response and resolution goals in order to provide you with the best service possible. And we have a responsive escalation policy to ensure your satisfaction with our Technical Support team.

Onsite Support

Per mutual agreement of Rockwell Automation and the customer, onsite Technical Support may be provided under the following circumstances:

Customer encountered a Severity 1 or 2 problem either in production or close to GO Live date.

AND

Technical Support couldn't reproduce a problem in-house on standard and/or customer database after reasonable amount of time.

OR

Technical Support management and Customer believe that it would be faster and cheaper to reproduce a problem at customer site.

Onsite Charges

Customer will be charged for such onsite Technical Support on an hourly basis plus traveling and living expenses in all onsite Technical Support cases.

Technical Support: Support Channels

You can use one of the following methods to contact our Technical Support team:

Tel: 1.440.646.3434 (x3-8) Email: rasjcsupport@ra.rockwell.com

Online: FactoryTalk ProductionCentre Web Support Site

FactoryTalk ProductionCentre Web Support Site: The first line of support is FactoryTalk ProductionCentre Web Support Site, our online support tool.

Technical Support: Web Support

The FactoryTalk ProductionCentre web support site helps automate online technical support, customer service, and knowledge building for product and support improvement. This is a fully integrated customer service product suite that will run from our own web site and provide 24x7 service to our customers.

Customers can log on for a complete Web-based customer service solution, offering self-service with access to the Knowledge Base of issues, questions, and solutions reported by other customers. Customers can search for answers themselves and immediately find solutions 24x7.

Rockwell Automation Technical Support maintains the web support site to provide users with a comprehensive resource for product information and solutions, including issues

previously encountered by other clients. Our tool is used by Designated Contacts to begin the Incident Resolution process. Log the incident through our web support site after searching for Knowledge base solutions first. The site is used to monitor the status or to update your incidents as well as searching for answers to questions that you may have encountered.

Technical Support Procedures

Web Support Functions

Customer Responsibilities

Escalation

Incident Log

Technical Support Procedures

The following section describes the Technical Support Procedures pertaining to Problem Incidents and Routine Support for FactoryTalk ProductionCentre. Incident Support describes the steps involved to resolving your incidents. Routine Support encourages proactive support of your FactoryTalk ProductionCentre application in regard to upgrades.

Incident Support The Incident procedure topics are listed below:

Resolution Expectations

Incident Reporting

Incident Tracking

Incident Severity

Incident Resolution (Technical Support Response)

Previous Releases of software (Non-Incident)

Resolution Expectations

Technical support and engineering resources will be assigned in accordance with the severity of the problem encountered. Incident severities are defined in your EULMA and in the "Severity" section below. Resolution of a customer's problem will depend, in some cases, on the ability of your Designated Contacts to provide accurate and detailed information, and to conduct diagnostic and test activities as requested by Rockwell Automation support personnel. Please be prepared to devote resources to work with Rockwell Automation Technical Support to resolve technical issues.

Incident Reporting

Rockwell Automation Technical Support is focused on providing you with accurate, helpful answers to your questions in a timely and courteous manner. Your Designated Contacts can report software problems, find technical information and report product enhancement requests using the following methods:

- Web Support
 - Email
 - Telephone
-

If you are unable to access web support through our website, you may use an email message with the required information (see bulleted field descriptions in Web Support Log Incident section) to log your incident. You also may use email to send supporting documents for incidents logged by other methods. Please reference your incident number in these cases. Send email messages to FactoryTalk ProductionCentre Technical Support at rasjcsupport@ra.rockwell.com. Please use email to log incidents only if you are unable to access web support. Please specify the reason for submitting your issue via email as opposed to through web support so that we can address Web-related problems without further delay. Note that incidents logged via email are monitored continually during the Support Center's business hours. For customers who acquired 24x7 Extended Support option and require after-hours support for Severity 1 issues, phone Technical Support as specified in "Telephone" below or in your EULMA to alert us of this issue. For Production impacting cases where you are requesting after hours support attention, you must reach us by telephone. Cases logged by web support or email are only monitored during business hours.

Telephone

Designated Contacts may contact Rockwell Automation Technical Support by telephone for incidents or to follow-up on existing urgent issues. Please use the following telephone number: (440) 646-3434. Prior to calling, we recommend that you first log the incident in the Web Support site and then call Rockwell Automation Technical Support to alert us to your issue. Logging the issue first allows us to have all the relevant information available when you call. For status updates or follow-ups to existing issues, check your Incidents in the Web Support site. If you are unable to access Web Support, please email your requests to rasjcsupport@ra.rockwell.com.

Incident Tracking

Support will maintain records of incidents of all customer-reported problems and their resolution. All customer support interactions will be tracked for accurate interactions with you, and to provide continuing improvement in the support function. Access Web Support to review your current and previous incidents to date. Web Support, email, and telephone are used to exchange information between Technical Support and customers. Technical Support will request and exchange technical information regularly with you to resolve product issues, and in some cases, you will need to be available until the issue is resolved. Additionally, you will be able to view problem descriptions and resolutions submitted by other customers to aid in problem resolution. These knowledge base items are available in the FactoryTalk ProductionCentre Web Support site.

Incident Severity

Incidents are assigned a severity according to the impact on your business. Use the following definitions to assess your situation and provide the appropriate severity level when logging an Incident with Rockwell Automation FactoryTalk ProductionCentre Technical Support. A support representative will confirm that the appropriate severity has been assigned based on the information provided in the incident. Our five Severity levels are listed below with a description of the severity.

Severity 1 - Line down

Customer's production use of the programs is stopped or so severely impacted that the customer cannot reasonably continue work. Call Technical Support to begin work immediately. Technical Support, following notification, will begin immediate assistance and will engage the development staff as needed until an acceptable workaround is achieved.

Severity 2 - Serious Impact

Program features are unavailable with no acceptable workaround. Customer's development or production use of the programs is continuing. However, there is a serious impact on the customer's productivity and/or Go-Live date. Technical Support will begin work on the program error within two hours of notification during Technical Support's normal business hours and will engage development staff as needed until an acceptable workaround is achieved.

Severity 3 - Critical

Important program features are unavailable but a workaround is available; or less significant program features are unavailable with no reasonable workaround. Customer's work, regardless of the environment or product usage, has minor loss of operational functionality or implementation resources. Technical Support will begin work on the program issue within one day of notification during Technical Support's normal business hours and will engage development staff as needed.

Severity 4 - Minor

Customer requests information or documentation clarification regarding the programs but there is no impact on the operation of the programs. Customer's implementation or production use of the programs is continuing and there is no work being impacted at the time. Technical Support will provide initial response regarding the requested information or documentation clarification within two days during Technical Support's normal business hours and will consider program enhancements for inclusion in a subsequent program update.

Severity 5 - Enhancement

Customer requests a new or improved feature. Rockwell Automation may include it in a later Software Release.

NOTE: In this document, hours refers to business hours and days refers to business days. The time after normal business hours and during weekends and Rockwell Automation holidays is excluded.

Incident Resolution

Technical Support responds to your problem in three stages:

- Stage 1 - Problem Identification
- Stage 2 - Troubleshooting, Diagnosis, and Fix
- Stage 3 - Resolution

If your problem is not resolved following the performance of these stages or if you are not satisfied with the response, you can escalate the incident.

Problem Identification

The problem is reported and assigned an incident number. You will receive either a verbal or e-mail confirmation. To provide you with the best service possible, Technical Support Engineers review your incident notes and do a preliminary investigation before contacting you about your incident. While working on an incident, we may need more information. We may need to call upon supplementary resources to resolve your incident. If at any time you have additional information about your incident, please update the incident via the Web Support site. The Technical Support Engineer resolving your incident will be notified when there are any updates.

Product Defects

If you are reporting a potential product defect, Technical Support will attempt to duplicate the problem. To do this, we may need to log on to your system (with your approval), obtain code from you, or use the error message and other information you provide to resolve the problem. We will also check the product defect tracking system to see if another customer has reported a similar problem. If Technical Support believes that your problem may be the result of a defect in the software, we send all relevant information to the appropriate organization within Rockwell Automation to correct the problem. Technical Support will notify you if we have confirmed that a product defect exists.

Troubleshooting, Diagnosis, and Fix

Rockwell Automation will provide you with a permanent fix, temporary fix or temporary workaround. During this stage, we may also ask for more information or suggest you do certain things to help us diagnose the problem.

Resolution: Closing an Incident

If the fix or workaround in Stage 2 is temporary, Rockwell Automation will provide you with a permanent solution to the problem. This may include a Product Update, a Software Release, or revised documentation. If the Fix in Stage 2 was permanent, or if we have sent you the required Product Update or Release, the incident will be closed. An incident is closed when you and your Technical Support Engineer agree that a resolution has been reached. Your incident may be closed because:

- The information we provide you answers your question.
- You tell the Technical Support Engineer that the incident is no longer a problem.
- We provide you with a permanent Fix, Product Update, or Release that solves the problem.
- 10 business days have elapsed since Technical Support requested additional information that was needed for incident resolution (these incidents can be reopened).

Routine Support

In addition to support during an incident, Rockwell Automation provides pro-active Routine Support in the following ways to maintain and prevent any incidents that have been encountered by Rockwell Automation or other clients:

- Software Updates
- Previous Release Support
- Enhancement Requests

Software Updates

Technical Support will provide cumulative maintenance releases as appropriate. Cumulative maintenance releases can include fixes to issues reported by various customers since the last release for that version.

When no acceptable workaround can be found to the customer's product issue, a maintenance releases will be considered for the customer version (i.e., perform a new version 6.1 maintenance release even if 7.1 is the current generally available release). If a workaround is found to the product issue, then the focus will be to release product fixes in only the current or next major release of the product (i.e., only fix the problem in the next 7.1 maintenance release or else only fix in 8.0, which is the next version to be released).

FactoryTalk ProductionCentre maintenance releases are available on the FactoryTalk ProductionCentre download web site only.

Software patches, limited to the customer problem under investigation, are not provided for FactoryTalk ProductionCentre. The FactoryTalk ProductionCentre architecture does not lend itself to patches. ProductionCentre is a J2EE application which is deployed into an application server. The only way to upgrade the software is to redeploy or reinstall it.

Previous Release Support

Rockwell Automation will discontinue support of a FactoryTalk ProductionCentre Major Release six (6) months after it has reached its End-of-Life. The End-of-Life date occurs at the second subsequent Major Release. During the six (6) months between the End-of-Life date and the End-of-Support dates this product is unavailable for download, but customers using this version will be able to contact Technical Support for help with problems. NOTE: Depending on customer situation, Rockwell Automation may provide fixes for older software releases.

The following table describes FactoryTalk ProductionCentre's (previously RSAdvantage) Product Support release cycle.

	Major Release	Incremental Release	Patch Release
Designation	New sequential most significant digit (e.g.: 5.0 replaces 4.x)	New sequential second most significant digit (4.2 replaces 4.1)	New sequential build number of same release number (e.g.: 4.2 build 2 replaces 4.2 build 1)
Content	(1) a large number of new/enhanced products, functions and tools, and (2) bug fixes	(1) new/enhanced products, functions and tools, and (2) bug fixes	Bug fixes only
Frequency of Release	Approximately every 12 months	1 or 2 per year	As needed

Product Release Numbers Every Release has an associated Release number in the format of X.Y build Z. As you read from left to right, each number represents a lower level of change. Releases are indicated by a new value for X and Y. Z is the build number.

Enhancement Requests

Rockwell Automation compiles and prioritizes all enhancement requests and uses these requests as valuable input when planning and designing new releases. If you are a registered Rockwell Automation customer, you can submit an enhancement request directly to Technical Support through normal product support channels. Product Managers will review your request and respond appropriately. As soon as reported enhancement is incorporated into a release, Technical Support will notify originator of incident.

Technical Support: Web Support Functions

Web Support provides the gateway for the following actions:

Submit Incident: If unable to find the answer to your question in the Web Support knowledge base, you can log a new Service Request online simply and quickly.

Find Incident: When looking for something specific, save time by quickly querying a particular Service Request by SR number, abstract, date created, or last name.

Online Help: Online help will answer many of your questions about our Web support service.

Update Profile: Maintain your contact information so we always can reach you. We automatically send email alerts whenever a new Service Request is created or an update occurs on your Incidents. These are sent to the email listed in your user Profile.

File Upload/Download: Web Support allows files to be attached to reported incidents. If additional files need to be transferred, we will provide a secure site to transfer files to Technical Support or to download files, such as large log files or a database backup.

KnowledgeBase Search: Allows you to quickly and easily find information on specific topics by querying on keywords across KnowledgeBase solutions. We recommend this tool as your first step in diagnosing a problem.

My Incidents: This area allows you to see all Incidents you have logged, drill down in the details, and update your Incidents online. Technical Support Engineers communicate with Designated Contacts via Incidents updates, amongst other channels.

My Company's Incidents: This default view provides the ability to see all Incidents logged by your company (in addition to your own). You can see their status, drill down into the details, and update the Incidents online.

Technical Support: Customer Responsibilities

The customer responsibilities in the technical support relationship includes the following:

Technical Support Registration

Designated Contacts

Remote Access

Software Customization

Technical Support Registration

Rockwell Automation Technical Support is staffed with Technical Support Engineers who are prepared to answer any technical questions about Rockwell Automation products. You can register for Technical Support through your sales representative. When registration is complete, you will receive a confirmation e-mail containing details about your support plan including your logon to Web Support and Technical Support contact information.

Designated Contacts (Technical Contacts)

The customer shall designate two technical contacts (Designated Contacts) who are authorized to report problems to Rockwell Automation FactoryTalk ProductionCentre Support for logging incidents.

Technical Support provides assistance to your organization through your company's Designated Contacts. When it is appropriate for Technical Support to work with customer employees other than one of the Designated Contacts, a secondary technical contact may be listed in the Incident after a Designated Contact has logged the initial call.

Designated Contacts support other FactoryTalk ProductionCentre users at your site.

Web Support Account

FactoryTalk ProductionCentre Technical Support's primary support channel is Web Support. Designated Contacts save time and maximize efficiency by interacting with Technical Support Engineers online. Designated Contacts can create and update incidents, review personal and company incidents, view answers to questions or issues that other users have encountered. Additionally, users can query the Technical Support KnowledgeBase for existing solutions or helpful information.

One business day after registration, you'll receive an email confirmation containing your Web Support account information, URL, logon identification (ID), and password.

Our Web Support, email, and telephone are used primarily by Designated Contacts.

To obtain access to our Web Support site:

- Identify your Designated Contacts
- Have your Designated Contacts attend Rockwell Automation product training (Application Modeling, Application Solutions, Application Customization)
- Email a request to establish your contact as a liaison with Technical Support. Send your request to rasjcsupport@ra.rockwell.com with the following information:
 - Name and title of Designated Contact
 - Work email address
 - Work phone number
 - Dates and training classes attended through Rockwell Automation Training

We suggest that you ensure that your Designated Contacts maintain a high level of technical expertise in FactoryTalk ProductionCentre applications and in related technologies to provide the greatest possible benefit to your user community.

In order to ensure a smooth working relationship, your new Designated Contacts will receive a welcome email from our Technical Support organization. Your company may appoint as many Designated Contacts as specified in your EULMA. For continuity, we suggest that you retain these employees as your contacts for at least 90 days, unless they leave the company. You also have an option to purchase additional Designated Contacts. Contact your sales representative for further information. Please note that it is the responsibility of the Designated Contacts to provide up-to-date contact and address information.

Providing Feedback

Technical Support conducts customer satisfaction surveys for resolved incidents to ensure that we meet your expectations. Technical Support surveys customers to find out how satisfied they are and where we can improve. We look forward to hearing from you and encourage you to provide feedback when a survey invitation reaches you. Customer and partner feedback is instrumental in helping us prioritize areas for improvement. In addition,

you may mail, or email any additional comments or suggestions that would help us improve the service you receive:

Rockwell Automation
Attn: Support
55 Almaden Blvd. San Jose, CA 95113
Email: rasjcsupport@ra.rockwell.com

Remote Access

In the event that Technical Support is unable to easily recreate a customer problem in the Rockwell Automation environment, it is the responsibility of our customer to recreate the problem and provide access for Technical Support to the system for problem diagnosis and resolution. Access may include database, configurable files, etc. Rockwell Automation may also request that customer provide remote access to perform such activities as: performance tuning, software upgrades, software migrations, system reviews, configurations and in some cases general database administration tasks.

The customer must provide remote access, such as a VPN, Webex or Citrix gotoAssist session. Rockwell Automation will ensure all necessary precautions are taken to observe customer security procedures when operating via remote access.

Software Customization

Rockwell Automation's support agreements provide for phone and electronic support services to resolve defects found in the standard Rockwell Automation code, along with bundled updates for standard products that are produced by Rockwell Automation's development organizations. If customer is running customized Rockwell Automation code, a standardized code test environment must also be available for the purpose of testing application changes or troubleshooting problems.

Multi-Vendor Coordination

Often Rockwell Automation is one of many vendors in a multi-vendor environment. Rockwell Automation Technical Support may be required to work in conjunction with customer personnel and their vendor counterparts to resolve issues that cross these boundaries. In such cases the customer is responsible for making sure each vendor is available and working with Rockwell Automation Technical Support to resolve the problem.

In some cases if there is an issue with how core product functionality is interacting with third-party vendor software (such as BusinessObjects or IBM Websphere), then Technical Support may open a Support incident with the vendor to get help.

In cases where only a customer's custom code is having an issue with 3rd party vendor software, or where customer's application makes optional use of a third-party vendor software, Technical Support may ask the customer to log a third-party support case utilizing their own maintenance agreement with the third-party vendor. In this case, we may offer to be CC'd of that third-party support interaction, so as to look for ways we could add value or expedite the support resolution.

Technical Support: Escalation

Rockwell Automation Technical Support makes every attempt, within the guidelines for the incident severity level, to resolve all reported problems promptly. Your service

satisfaction is of utmost importance to us. If you are dissatisfied with the progress with an existing incident, a request should be made to speak with the FactoryTalk ProductionCentre Technical Support Manager. Escalation invokes higher levels of management within Rockwell Automation to make a support issue even more visible. Any of the customers listed as Designated Contacts may invoke the escalation processes. Rockwell Automation expects to receive customer management contact information during escalation. It is best to follow the escalation processes listed, but at any point before, during, or after the escalation, the Technical Support Engineer should be contacted to help provide additional assistance in the process. To escalate a problem, call the main Technical Support phone number and request that your issue be escalated. An Escalation Manager will contact you within 30 minutes. If either you or Escalation Manager judges that a situation requires a higher level of resource availability (like after hours) and/or higher level of communication than normal, both you and the Escalation Manager should expect to dedicate whatever technical and managerial resources are deemed necessary to resolve the problem. The Escalation Manager will act as your “communication focal point” for the issue. The Manager will have an action plan outline for the customer’s approval. Subsequently, the Manager will follow-up with the customer, as agreed in the action plan, until the incident is resolved. All plans and status will be relayed through the Escalation Manager to ensure prompt, accurate, and complete communication.

Escalation Management

Rockwell Automation has standard incident escalation processes that the customer may use when incident resolution progress is not acceptable. The customer may initiate the escalation process under any of the following situations:

- Incident resolution not in accordance with resolution and response times
- Lack of responsiveness
- Dissatisfaction with resolution
- Dissatisfaction with quality of service

Please refer to the severity level definitions noted earlier in this document for further indication of when it is appropriate to escalate an incident.

Technical Support: Web Support Incident Log

Web Support is the primary means for Designated Contacts to log incidents to Rockwell Automation FactoryTalk ProductionCentre Technical Support. Incidents logged via Web Support are monitored continually during Technical Support business hours, Monday through Friday, 6:00 am to 6:00 pm. When you log an incident in Web Support, you are able to document, in your own words, the problem you are experiencing and any relevant details, such as error messages. These incidents are instantly visible to Technical Support Engineers. Please refer to Web Support or the Incident Severity section of this document for severity levels and response timelines. When submitting an incident, you should be prepared to provide the information listed below. The more details you can provide, the faster our technical support engineers will be able to resolve your issue.

- Your name, email address, and phone number
 - Name of your company
 - Date of problem
 - Product and version (version example: V4.1.1304 where 4.1 is a product version, and 1304 a specific build number)
-

- Database and version
 - Client operating system
 - Product Area (examples: Client Functionality, Installation, Configuration - General, etc.)
 - Severity Level
 - Environment where the problem is occurring (Development, Production, or Test)
 - Relevant error numbers and error messages exactly as they appear on the screen. Please send large files, such as log files, to Technical Support by attaching these files to reported incident after compressing them first.
 - The steps to reproduce the problem against the standard FactoryTalk ProductionCentre product
 - For configuration specific issues, please cite a minimal test. If customers are unable to find answers using the knowledgebase, they can submit an incident via Web Support: Log an Incident. These incidents are then directed to the appropriate Technical Support Engineer.
-

FactoryTalk and Rockwell Automation are registered trademarks of Rockwell Automation Inc.

www.rockwellautomation.com

Power, Control and Information Solutions Headquarters

Americas: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

Europe/Middle East/Africa: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

Asia Pacific: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846