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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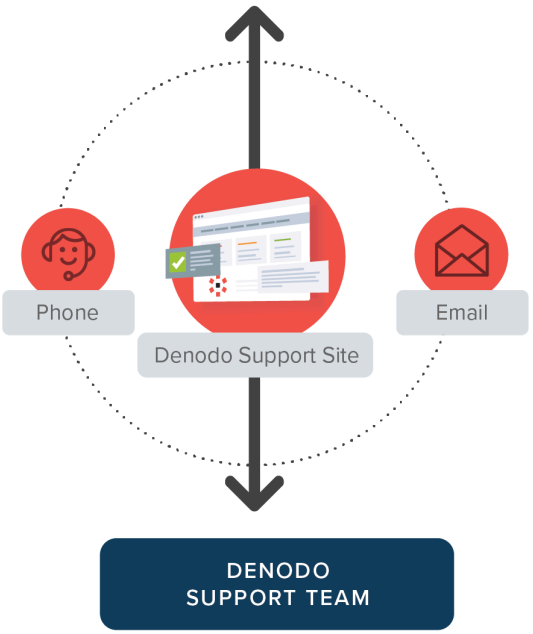
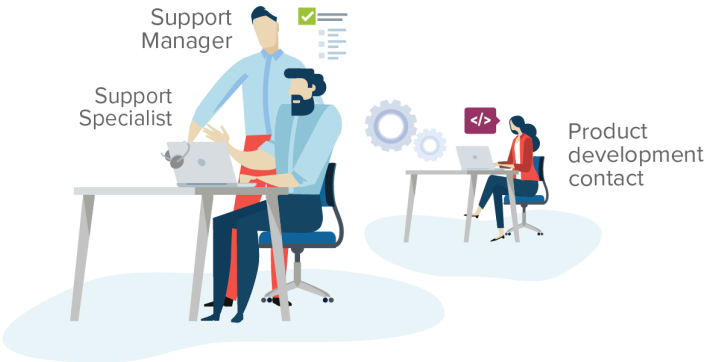
1. Introduction

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.





2. Denodo Support Levels

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

STANDARD SUPPORT	PREMIUM SUPPORT	GLOBAL SUPPORT
Designed for customers with subscription licenses in non-critical environments.	Production environment support including 24x7 global coverage, faster response times, and extended version support.	Enhances Premium Support benefits for mission critical systems, expands 24x7 support and includes non-business hours coverage

DENODO SUPPORT SERVICE OFFERING

	Standard	Premium	Global
Service Request (SR) registry			
Telephone channel	Local Support Center telephone in local Support Center business hours coverage	24x7 local and international Support Center telephones for Sev 1 SRs	24x7 local and international Support Center telephones for Sev 1 and Sev 2 SRs
Email channel	support@denodo.com	support@denodo.com	support@denodo.com
Web channel	http://support.denodo.com	http://support.denodo.com	http://support.denodo.com
Customer contacts	1 Primary and up to 3 Backup Support Users	1 Primary and up to 11 Backup Support Users	1 Primary and up to 19 Backup Support Users
Software updates			
Updates	Included	Included	Included
Beta updates	Included	Included	Included
DenodoConnects	Included	Included	Included
Notification	Included	Included	Included
Notification channel	Email, Support Site	Email, Support Site	Email, Support Site
Availability	Support Site	Support Site	Support Site
Hotfix	Included	Included	Included

	Standard	Premium	Global
Extended Support	Not Available	Additional charge	Additional charge
Working Coverage			
Severity 1	Local business hours	24 x 7	24 x 7
Severity 2	Local business hours	Follow the Sun (FTS)**	24 x 7
Severity 3	Local business hours	Local business hours	Local business hours
Response times			
Severity 1	<= 4 business hours	<= 2 hours	<= 2 hours
Severity 2	<= 1 business day	<= 4 hours (FTS)**	<= 2 hours
Severity 3	<= 2 business days	<= 1 business day	<= 1 business day
Technical Account Manager	Not included	Included	Included
Non-business Hour Requests	Additional charge	Additional charge	8 hours per contract year***
Designated Support Team	Not included	Included	Included
On-demand Training*	Included	Included	Included
Access to Certification Exams	Included	Included	Included

** **On-Demand Training:** Courses can be leveraged by employees of the customer organization and any third-parties (such as vendors, providers or partners) with a valid corporate email address*

*** **Follow the Sun (FTS):** 24x5 coverage Monday through Friday (except on regional holidays)*
***FTS Start**: Monday, 05:00 GMT - **FTS End**: Friday, 17:00 GMT*

**** **Non-business Hour Requests:** Requires ten (10) business days prior notice, minimum four (4) hours per request.*

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

PARTNER SUPPORT

Contact the Partner Team - partners@denodo.com for support details

2.1 Severity Levels

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

Severity 1, Emergency. A critical problem which impacts the environment such that causes production systems to be entirely down or severely non-functional, with no workaround available.

Severity 2, High. A production problem causing severely reduced capacity. The system is exposed to potential loss or interruption of service and no workaround exists.

Severity 3, Medium. A production problem causing partial, non-critical functionality loss while allowing the system to continue functioning, along with issues identified within development and testing phases, regardless of impact.

Denodo Support will evaluate the SR in collaboration with the customer. After reviewing the request, the Support Team may adjust the severity level based on the problem's impact on Software use.

A Severity 1 SR may 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 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.
* List of changes made in Denodo Platform default configuration (i.e $DENODO_HOME\conf\VDBConfiguration.properties file
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)

** Agora subscription customers can authorize the Denodo team to access that information in a direct way, for the purpose of working on the service request*

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 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.

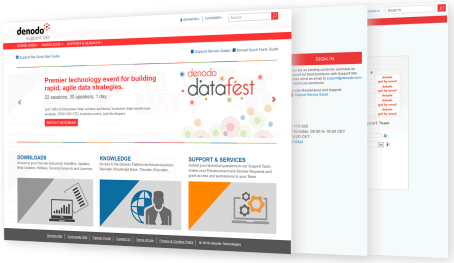
If the customer is still not satisfied with the progress after the escalation, the local Support Manager will be immediately informed and will involve all the necessary resources to ensure the SR is resolved to the satisfaction of all parties.

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 Agora subscription customers can select the software update to install from the Agora interface.

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 Platform 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	Includes new features, enhancements and bug fixes, in a backward compatible manner
Patch	~Monthly	Includes 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 and a half*

3.3 Supported Platform Releases

General Support for a major version will be available for a minimum of 4 years after the Release Date or 2 years after the Release Date of the subsequent major version, whichever is later.

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

	Release Date	Earliest End Date for General Support*	Earliest End Date for Extended Support**
Denodo Platform 9	26-Jun-2024	26-Jun-2028	26-Jun-2029

	Release Date	End Date for General Support	End Date for Extended Support**
Denodo Platform 8.0	29-Sep-2020	31-Dec-2026	31-Dec-2027

** General Support will be available for at least 2 years after the release of Denodo Platform 10.*

*** Customers must have Premium or Global Support to be eligible to purchase Extended Support.*

Denodo will not generate software updates for software releases older than those referenced above or for customers that do not have General Support. Customers with Extended Support can still receive software updates through hotfixes.

3.4 Support Service Terms

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.

Security and Authentication Requirements
To ensure the security and integrity of the Denodo Support Site, all users must adhere to the following authentication and security policies:

<u>User Account Confidentiality</u>

- Primary and Backup support user accounts are personal and non-transferable and group, shared, or generic email addresses (e.g., support@company.com) **are not permitted**.
- Each user account must be linked to a unique, identifiable individual.
- Customers are responsible for ensuring their authorized users maintain the confidentiality of their login credentials and that only authorized personnel access their accounts.

Multi-Factor Authentication (MFA) Requirement

- The Denodo Support Site implements Multi-Factor Authentication (MFA) for all user accounts, adding an additional verification step beyond a password, such as a one-time code sent via an authentication application.
- This extra layer of security helps prevent unauthorized access, even if login credentials are compromised.

Unauthorized Access & Security Compliance

- Any unauthorized access, suspected security breach, or compromise of login credentials must be reported to the Denodo Support Team (support@denodo.com) immediately.
- Customers must ensure their personnel comply with these security requirements. Failure to do so may result in restricted access to the Denodo Support Site or other corrective actions.

By using the Denodo Support Site, Customer confirms that it will require its personnel to comply with these **Security & Authentication Requirements** to maintain a secure and reliable service environment.

Support Contact Privileges

Support Contacts have different privileges in the Denodo Support Site depending on their profile.

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

** When they have "Read Cases" privilege.*

*** 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).*

Matching Service Levels

All licenses within a single customer account 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.

Denodo Connects 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.

Multi Factor Authentication (MFA) Advanced security configuration, adding an extra verification step beyond a password, such as a one-time code sent via an authentication application.

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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