

Americas Support - 'The Solutions Factory'



Where we are located:

The DocuWare Americas Support Department is in New Windsor in the Hudson Valley of New York state.



Working hours:

Americas Support operates Monday through Friday from 8:30 AM EST (Eastern Standard Time) to 8:00 PM EST. We observe all US National Holidays as well as several optional holidays. When we will be closed on a specific date, or have limited working hours a notice will be posted in the [DocuWare - Announcements forum](#) and in most cases noted in the email signatures of all support staff.



Contract types:

As a customer you may have purchased DocuWare either from an Authorized DocuWare Partner (ADP), or directly from DocuWare. There are 2 types of contract:

Support Contract.

This contract type entitles you to free downloads of periodic hot fixes and upgrade to your DocuWare product. *Installation of the software, hot fix packs or upgrades by Support is not included in the contract.* Additionally, this contract type entitles you to unlimited support for either you or your ADP in resolving software issues. Unlimited means that there is no cap on the time we will spend in resolving a problem. There is no set number of hours that you can use – it is unlimited when provided by DocuWare Support.

Cloud Agreement.

This contract type is for our customers utilizing DocuWare Cloud. Support is provided under the same circumstances as with the Support Contract.

General notes.


If you purchased DocuWare through a reseller (ADP) you should clarify with them as to the terms of your contract (either Support or Cloud Agreement), as support may be provided by the reseller. Customers who purchased directly from DocuWare have direct access to support without any third-party involvement.

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What does Support provide?

Support will address *any* problem with the DocuWare Product Suite where it is not functioning correctly or as expected. This entails many different aspects of a system from workstations to servers. As it is almost impossible to detail what we do cover it is simpler to tell you what we do not cover:

- Installation of the software or Hot fix packs. 

Support do not provide this type of service. Your ADP or DocuWare Professional Services can provide software installation services at a fee.

The exception here, is that if, during an investigation of a problem with the software, Support will provide and install appropriate hot fix packs as deemed necessary to resolve the problem at no charge.

- DocuWare upgrades. 

While the maintenance portion of your contract entitles you to free access to the latest version of the software it does not include the time to perform the upgrade. Your ADP or DocuWare Professional Services can provide this service at a fee.







The exception here, is that if, while resolving a problem with the currently installed version of the software, support may decide that the solution is to upgrade the software to a later release. In a case such as this support will perform the upgrade for you at no charge.

- Server migrations. 

Support does not provide server migration services. This service is can be provided by your ADP or DocuWare Professional Services at a fee.

Note. While installations, upgrades and migrations are not covered by support, there are many occasions when these activities fail for one reason or another. If while an installation, upgrade or migration is being performed an insurmountable problem occurs, support will help. Once the process is "back on track" we generally do not assist further unless special circumstances exist where the process may be prone to further failure. It should be noted that depending on the severity of the problem encountered, support's only possible action may be limited to rolling back to the state the system was in prior to the attempted installation, upgrade or migration.

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- System configurations. 
Support do not perform system configuration tasks. If you require your system to be configured in some way (a new module purchase for example) then this can be carried out by your ADP or DocuWare Professional Services for a fee.
The exception here is that if support find that a problem is being exacerbated by a misconfigured element in the system we will assist in correcting the configuration to resolve the issue.
- How do I? 
Support receive many of this type of question. We are more than happy to offer advice on any aspect of DocuWare and in many cases will assist you with your first attempt at performing some DocuWare task (usually this is an administrative task). Our policy here is we will "show" you how to do it the first time, but not do it for you every time.
- Workflow Designs. 
Workflows designed in the Workflow Manager can be very complex. Support will troubleshoot as extensively as needed to ensure that your workflows are operating correctly. However, we cannot assist in the actual design of the workflow. We will likely inspect the workflow design if logic is suspected, but we will refer you to the designer to have the logic corrected as needed.
- Databases. 
DocuWare's successful operation is integral to the database health and performance. During an investigation Support may make recommendations regarding the database operational parameters to ensure that performance. However, we do not configure regular database backups or health checks. These items are the responsibility of the system administrator.
- Software Development Kit (SDK). 
Support for this module is limited to development in Microsoft .NET only. We cannot support the application in other environments such as PHP or Java. Also, we do not investigate code logic. We will only investigate functions that are not operating as expected when correctly coded.
- Oops! 
Well it happens to all of us at some time. Sometimes we just muck up. Support will do what we can to help you recover from the accident.

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- After hours support.



Support does not provide afterhours support unless by prior arrangement. If afterhours or weekend support is required, it can be provided through our Professional Services department for a fee. However, at the discretion of the Senior Director of Support, the fee may be waived if the circumstances of the required support are directly related to a critical support issue where the software is at fault.



Support of older and discontinued versions of DocuWare.

DocuWare periodically discontinues support for older versions of DocuWare. This discontinuation of support does not mean that you cannot request help from Americas Support. If your support contract is current, you can request assistance for any DocuWare version that you are using.

What the discontinuation of support does mean is that support for the version will be limited to basic troubleshooting and application of any hotfix that was available at the time the product was retired. What we cannot do is request assistance from R&D, report any software bugs found or request a hot fix.



OK – So how do I get help?

There are several methods of obtaining support when you need it, and we also put great emphasis on the self-help tools that we provide.

Support Forums



The support forums are a great place to start when you have a question. There are 3 forums for DocuWare Users:

DocuWare – Announcements

DocuWare – Questions about usage and configuration

DocuWare – Help with technical problems

If you are a DocuWare Cloud customer, the sub-forum **DocuWare Cloud US status information** under DocuWare – Announcements is of particular importance to you as this is where we post important Cloud information such as planned down-times or technical issues that may affect you.

The forums are monitored by DocuWare Support staff world-wide, and in addition you have the benefit of many other DocuWare users from around the globe being active in the forums.

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Registering for the forums is easy – just go to <https://www.docuware.com/forum> and select Sign in then Register. Make sure that you subscribe to the forums of interest so that you receive email notifications of new posts.

DocuWare Support Solution Center (FAQ)

The Support Solution Center site is where you can research specific issues by product category, post feedback and ideas, and register to get the latest FAQ's delivered to you via email. The page is also a jumping point to the Support Forums and the Support Portal.

Go to: <https://faq.docuware.com> to get started.

DocuWare Support Portal

When you cannot find a solution to your problem you can go straight to the Support Portal and register a Support Request. This is the preferred method for you to gain support for DocuWare.

As you fill in the Support Request form you will be providing information that will allow us to rate the severity of your problem. Once complete, your request will appear in our co-ordination lists and video status boards in the Support Department in real time.

We have 3 levels of issue severity:

- A** - DocuWare is unusable, or the problem is having a heavy effect on productivity
- B** - DocuWare is operational and the problem is not critical
- C** - General question or non-urgent issue

Our response times for these levels are:

- A** Within 30 minutes
- B** Within 4 hours
- C** Within 1 day

To register for the Support Portal and see how to enter a Support Request see this article:

<https://faq.docuware.com/knowledgebase/article/KBA-35227/en-us>

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Telephone Support



While we encourage the use of the Support Portal as the primary method of contact, you can also telephone us if you need to. Note that at times telephone waiting time can be significant, even as we try to answer all calls as soon as possible.

Phone Number: **888 565-5907 Extension 3**

Email



For general Support related questions our email address is: support.americas@docuware.com



Our goals

We pride ourselves on providing the best service possible to our customers. Along with our first response times indicated previously, we also strive to resolve 75% of our Support Requests within 24 hours.

As of September 2018, 84% of our cases for 2018 were resolved within 24 hours, and our average reaction time for critical A cases is currently 18 minutes.

We look forward to serving you!