



business  
continuity  
ASIA PACIFIC

# DOUBLE-TAKE SUPPORT FACT SHEET

Please review this fact sheet for details of what information you must have ready before contacting Support or if you wish to escalate an issue.

## KEY CONTACTS

Please use the following numbers dependant on the time of day you are calling:

### 09.00a.m. through 5.00p.m. EST

+61 7 3177 1000 (select **option 2**)

### 5.00p.m. through 09:00a.m. EST

AU 1300 657764

NZ 0800 222632

Email Support is available at:

[support@business-continuity.com.au](mailto:support@business-continuity.com.au)

(24 hours expected response time)

### Business Continuity Asia Pacific (BCAP Pty Ltd)

Asia Pacific Distributor and Authorized Support Agency for Double-Take Software

BCAP – Brisbane Office Level 2, Suite 2.4, 67 Astor Tce, Spring Hill, QLD 4000	BCAP – Sydney Office Level 4, Suite 11, 3 Spring St, Sydney, NSW 2000	BCAP –Melbourne Office Level 23, Suite 2323, HWT Tower, 40 City Road, SouthGate, VIC 3006	BCAP- Wellington Level 16, Vodafone on Quay 157 Lambton Quay, Wellington 6140
+61 (07) 3177 1000	+61 (02) 8664 3502	+61 (03) 9090 9134	+64 (04) 974 9202

Email: [support@business-continuity.com.au](mailto:support@business-continuity.com.au)



## DOUBLE-TAKE SUPPORT PROCEDURES

### What am I entitled to receive?

Included in current maintenance contracts are the following:

- Access to the technical support services offered by the Business Continuity Asia Pacific Customer Support telephone center. Support will be provided for currently supported Double-Take Software products via telephone and e-mail.
- Standard support 09:00 – 17:00 Monday to Friday excluding public holidays
- Premium Support - 24 hours/day, 7 days/week (includes holidays), response time 3 hours when logged by telephone.
- Automatic product upgrades for all licensed Double-Take Software products during the term of the maintenance contract.

### What are the web support options?

Business Continuity Asia Pacific provides information on its web site, which is updated continuously, at [www.business-continuity.com.au](http://www.business-continuity.com.au). Resources include product manuals and installation guides, release notes, knowledgebase articles and application notes. Additional information includes product certification information and general news.

### Before Contacting Customer Support

Support Engineers ask a number of standard questions before troubleshooting your issue. Having the information available before contacting support may greatly reduce the time it takes the Support Engineer to provide a resolution.

### What Information Should I Gather?

Please consider or collect the following information prior to contacting Business Continuity Asia Pacific Customer Support:

- Define the problem
- Be able to articulate the symptom(s) of the problem
- Provide any error messages or error output associated with the issue
- Gather relevant information
- Double-Take log files, usually in c:\Program Files\DoubleTake
- NT diagnostics or a description of other applications and services that are running
- What does the replication set consist of? Are you trying to replicate files that you shouldn't, like \winnt, \program files\Doubletake, \Recycled, etc.?
- Description of the scenario leading to the lock up, crash, or problem
- Server configuration (operating system; service pack, patch, or hot fix; LAN/WAN, etc)
- Identify through task manager which services are running and what triggers are out of bounds (virtual memory, memory handles, etc)
- Dr. Watson logs, if available
- Crash dumps, if available
- Date specific version of Double-Take and any hot fixes or service packs applied



- Other third-party applications on the system, especially ones with filter drivers like anti-virus, open file agents, or undeletes
- When and if a blue screen occurs - at boot, after boot, when a certain application is run or an action taken, etc.
- Network specific configuration, like DHCP, NIC teaming, load balancing, etc.
- Determine what occurred before the problem was detected
- Determine if any changes have recently been made to the system
- Determine the business impact

### **Contacting Customer Support**

Customer Support understands that people prefer different methods of communication. Therefore, we provide a number of ways to obtain support. Feel free to use the method that you prefer according to the type and severity of your issue or inquiry. *Please understand that in order to receive the contractual response times listed in this document and your Support Contract, your request for service **must** be received by telephone.*

### **What is considered a critical issue?**

Critical support issues are when a business-critical DoubleTake Software product, in a production environment, is inoperable. These situations are given accelerated response times and resolutions. When critical issues arise, it is the customer's responsibility to represent them as such to the Business Continuity Asia Pacific Support Representative when the service request is opened.

### **How do I determine if an after-hours call is critical?**

Critical support issues are when a business-critical DoubleTake Software product, in a production environment, is inoperable. If your issue is determined not to be a critical support issue, the issue may be logged into the Business Continuity Asia Pacific problem management system and a Support Engineer will contact you the next business day to begin work on the issue.

### **How can I get after-hours support?**

After hours support is by **phone** only. E-mail requests after-hours will not be processed until the next business day.

**Premium Support** - You may obtain after-hours support by contacting Business Continuity Asia Pacific Technical Support and leaving a message with the attendant. A Business Continuity Asia Pacific Customer Engineer will return your call within 3 hours. The phone numbers to call are found on the cover of this document.

### **What are the individual responsibilities for resolving an issue?**

When contacting Customer Support, both Business Continuity Asia Pacific and the customer have key responsibilities toward the resolution of the issue.



- **Business Continuity Asia Pacific Customer Support's responsibilities:**
  - Customer Support will respond to the issue within defined business criteria
  - Customer Support will endeavor to work on the issue until it is resolved, or an acceptable workaround is found, or the issue is downgraded to a lesser severity
  
- **The Customer's responsibilities:**
  - The customer must be available at all times to work on this issue
  - The customer must be able to perform tests and gather any information required by Business Continuity Asia Pacific Customer Support in a timely manner.

### **Customer Expectations**

Business Continuity Asia Pacific Customer Support has operational objectives. The support professionals use these objectives as guidelines in their efforts not only to meet, but to exceed, customer expectations.

Customers sometimes make requests for technical support through Sales Representatives, Course Trainers, or other people. To ensure that your issue is logged, routed to the appropriate subject matter expert, and tracked to resolution, it must be directed to Business Continuity Asia Pacific Customer Support.

### **What information is required to log an issue?**

Requests for technical assistance are logged into the Business Continuity Asia Pacific problem management system and require the following information:

- Customer name
- Company name
- Product serial number or activation code
- Contact information
- Preferred means of contact (e-mail, phone, pager, etc.)
- Related product and version information
- Related operating system and database information
- Detailed description of issue
- Login account and password

### **How is my issue handled?**

If appropriate, the Front Line Engineer will answer your issue or inquiry immediately upon completion of verification of customer information and problem description. If the issue requires a greater level of technical support, it is placed into a work queue based on problem severity and time of submission. Many issues can be escalated to a more senior engineer during the initial telephone conversation. When a callback is necessary, every attempt is made to respond in the same mode of communication in which the issue originated, whether web, phone or e-mail, unless otherwise specified by you.



### **How are technical problems prioritized?**

Every issue that is reported to Business Continuity Asia Pacific Customer Support is assigned a severity number. This severity number represents the impact that the reported problem has on the Double-Take Software product(s) in meeting the customer's business needs. The severity is determined, jointly, by the Business Continuity Asia Pacific Support Engineer and the customer, based on the nature of the issue and urgency of the situation.

- **Severity 3** - source failure in a production environment that will impact customer's business needs
- **Severity 2** - target failure in a production or test environment that may impact customer's business needs
- **Severity 1** - situation, with an established work-around, in a production or test environment
- **Severity 0** - Cosmetic problems, feature requests, product enhancements, etc.

### **What can I do if I am not satisfied with the support that I have received?**

If our support processes fail to meet your expectations, you can escalate the issue in one of three ways:

- Support Engineer Escalation
  - Contact Business Continuity Asia Pacific Customer Support
  - Reference an existing issue with the corresponding service request number and ask to have your issue escalated to a more senior engineer. The senior engineer will attempt to determine if the appropriate support process has been followed and direct customer to the appropriate channels.
- Director Level Escalation
  - Contact Business Continuity Asia Pacific on the phone number found on the front cover.
  - Ask to speak to Viktor Babkov – Technical Director and state your name, phone number, and issue will be recorded.

### **End of Support Policy**

The goal of the End of Support Policy is to increase customer satisfaction and service levels by providing a predictable, orderly transition from previous products/versions to current Double-Take Software products/versions. The following is a summary of the Business Continuity Asia Pacific policy and outlines our strategy for existing DoubleTake Software products.

### **What is End of Support?**

End of Support of a DoubleTake Software product means that the product is no longer sold, supported, updated, patched, or maintained. End of Support of a product may be judged on its own merit, profitability or customer satisfaction. General criteria regarding End of Support can be based upon: a replacement product or maintenance release becoming available; worldwide marketing and/or customer demand has ceased; and/or other issues. The End of Support statement will be issued, on Business-Continuity's website, 12 months before Business Continuity Asia Pacific will cease support for the product.

We recognize that there may be unique situations where you are not able to migrate to a supported product version prior to an End of Support date. In these situations, Business Continuity Asia Pacific may, at its discretion, extend support for a limited period of time. The cost of this extension will be determined after



assessing the internal cost of delivering such support over the period of time required. Factors considered include the product, its version and release, the number of clients and/or servers, and the duration of the extension. If you would like to request a support extension, contact your Sales Representative.

**What is defect support?**

Defect Support for Double-Take Software products will generally be provided only for the most current release and its immediate predecessor (for one year after End of Support announcement). These releases will be supported at the latest maintenance level. Defect Support will be provided via hot fixes that deliver a correction for a particular defect or service packs that deliver an accumulation of previously released hotfixes. Releases will be automatically discontinued when two more current releases of the product become generally available.