

# Tips & Tricks

## ***LinkOne Client Maintenance Support***

This document provides information for DS TechWrite's LinkOne clients who have purchased LinkOne Maintenance for their LinkOne software.

### **Prerequisites**

Clients may obtain support from DS TechWrite for their LinkOne software when the following prerequisites have been met:

1. The LinkOne software has been purchased.
2. LinkOne maintenance has been purchased through DS TechWrite.

### **Reporting an Issue**

Once an issue is reported to DS TechWrite, we will attempt to validate the issue by reproducing the problem on the most current version of the reported release. Client assistance may be required to provide additional background information. Providing complete, detailed information in a timely manner will help us to respond quickly to your request.

The following information will assist DS TechWrite to investigate the issue promptly:

1. Product and release number and/or system information.
2. A detailed description of the problem including:
  - a. A description of the activity or business process performed when the problem occurred.
  - b. Specific steps to reproduce.
  - c. Frequency of occurrence.
  - d. When the issue began occurring.
  - e. How the system was being used when the issue/error was encountered.
  - f. Whether this functionality had worked in the past or not and if so, when it last functioned as expected.
  - g. Whether the error occurred after a recent system upgrade. If so, indicate the versions upgraded from and to.
  - h. Describe any other environment changes (Oracle configuration errors, migrations, hardware changes, operating system upgrades etc).
  - i. Whether you able to recreate this issue in another environment. If so, which one? Please include associated release/version information.
  - j. Your expected outcome/desired result(s).

- k. The business impact of the issue.
3. Error messages and system trace information. If appropriate, include screen shots or associated files necessary to illustrate the problem.

## Processing

Once the issue has been validated, if DS TechWrite is unable to provide the solution, DS TechWrite will raise a case in the ABB Customer Portal on behalf of our Client.

DS TechWrite will perform any necessary tests and validation of the solution provided by ABB on behalf of the Client prior to advising the Client of the resolution or software update.

ABB have defined Customer Case Priority Levels for the order of responding to issues. These are detailed in Table 1.

**Table 1 - ABB Customer Case Priority Levels**

Priority Level	Priority Definition
1-Critical (production only)	The ABB Software is non-operational or users cannot access the system, or the functionality is significantly decreased or back up or other security of data can no longer be performed. The defect affects mission-critical functions or information in the production environment and may include, but not be limited to, data loss or corruption, system crash or missing major functionality. This may include any defect related to Licensee or personal safety, system availability, overall data integrity, or ability to serve the Licensee. (Note: A customer representative must be available at all times for a Priority 1 case to facilitate gathering additional information, testing, and applying the solution.)
2-Major	The ABB Software is operational with functional limitations or restrictions but there is minimal business impact. Under a Priority 2, the defect will have a large impact on the functionality of the application, but does not require immediate release into the production environment. This defect allows continued use of the application, but there is a known compatibility or operability disruptions with no known Licensee acceptable work-around or missing minor functionality.
3-Minor	The ABB Software is operational with functional limitations or restrictions that are not critical to the overall system operation, and the defect has a moderate impact on the functionality of the application.
4-Low	The ABB Software is operational with problems or errors, which have little impact on system operations. Priority 4 shall include, but are not be limited to, documentation errors. Priority 4 defects have a minor or cosmetic error in the functionality of the application in a production environment. Defect has no impact on the ability to execute a production application however. Failures assigned this priority level cause no delays in production.

## Installation or Upgrade Support

Installation, version upgrade or migration is a service typically delivered by DS TechWrite on a consulting basis. Similarly, training for new customer staff that will use the software or (re)configuration of the software to respond to new business needs or market conditions fall within DS TechWrite's consulting expertise. These services are typically not covered by maintenance.

If customers choose to self-migrate, upgrade, or configure the software for new business needs, they do so at their own risk. If during the course of issue resolution, DS TechWrite discovers the case was due to a self-migration, time spent working on the issue will become billable.

## Support Contact Details

Contact DS TechWrite as follows:

**Telephone:** 07 3881 3477

**Email:** [linkone.support@dstechwrite.com.au](mailto:linkone.support@dstechwrite.com.au)

## Support Contact Times

DS TechWrite's office hours are 8.30 am to 5.00 pm Monday to Friday.

Should support be required outside DS TechWrite's office hours, contact Tracy Wood on 0410 520 078.

If Tracy is unavailable for assistance, the Global Customer Care Policy Guide is available online at ABB Customer Support - <http://new.abb.com/enterprise-software/services/maintenance>.



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