Technical Support Tier Definitions

Tier 1

Tier 1 support issues first involve anything not directly Expedite related. These include issues relating to getting onto the network, receiving email messages, mapping a network share, etc.

Tier 1 also includes the basic operational questions related to Expedite such as, "How do I open my dashboard?"

Tier 2

Tier 2 support issues include the installation, configuration, and general maintenance of Expedite. The following table identifies the different classes of problems that can occur with Expedite and the responsibility for the Tier 2 support for that problem.

Problem Class	Description
Site preparation	This includes selection of the specific machines to install Expedite, etc. See the site preparation worksheet for specific details.
Initial Installation	This is the installation of the Expedite server.
Location of the Containers and Mirror Directories	These directories default on the C: drive but many times it is beneficial to move them to other locations. Performing the relocation is a Tier-2 process.
Configuring Users	This involves the selection of departments, the list of users, and what roles each user has in the departments. The people file is used to configure this information. (1)
Client Installation	This includes performing the initial installation of the client software.(1)
Client Connection Problems	This includes diagnosing any connection problems with the clients that may result from user configuration, networking, or installation problems.
Software License Updates	This includes the initial installation of the software license, activating the license,

	and updating it as it expires.
Email Configuration	This involves configuring a specific email account for Expedite and may involve configuring the receipt of emails as well. (See the list of diagnostic procedures for details.)
Database Management	This includes the installation, configuration, connection, and backup of the Expedite database. (See the server installation guide for details)
Software Updates	Periodically AIS will release new versions of the software. It will be the responsibility of the Tier 2 support to perform these upgrades.
Diagnosing Read processing errors	Customers appreciate the feature of Expedite where they simply need to read a file and the dialog asking them how they want to proceed appears. Should this fail to appear when expected, the problem will need to be diagnosed. See the list of diagnostic procedures for details.
Running Expedite as a service	The Expedite server is designed to run as a background service. It is Tier 2 responsibility to ensure this is configured correctly.

Also included in Tier 2 support is being able to answer the more detailed questions concerning the operation of a specific business process. These might include questions such as, "How do I know when my purchase order has been approved or not?", or "How do I tell who the approvers are for this contract?"

Notes:
1. It is up to the partner to decide if they should allow the customer to add users and install clients. Many customers have successfully taken over that responsibility but that is at the discretion of the partner. Note that any problems incurred by letting the customer perform these functions are considered Tier 2 support issues.

Tier 3

Tier 3 support issues include errors or conditions not related to those in Tiers 1 and 2. These include the diagnosis and repair of internally detected errors, Expedite

transaction problems, business process defects, and requests for changes or customization of the product.

Problem Class	Description
Expedite Transaction Problem	An Expedite transaction protects the system when both the database entry and the file or files need to be modified as a collection. If only one was modified, a transaction file remains open in order to stop additional processing and to allow support to repair the issue. **Note it is the Tier 2's responsibility to include the transaction file along with following the Problem Reporting Procedure outlined below.**
Internally Detected Error	Expedite constantly monitors the integrity of the system and will take a snapshot of the system when a problem is detected. . **Note it is the Tier 2's responsibility to include the transaction file along with following the Problem Reporting Procedure outlined below.**
Tailoring Requests	One of the unique aspects of Expedite is that it can be tailed to meet the customer's demanding and evolving business needs. Customers will invariably ask about potential changes to the system. While some requests will be easier to resolve than others, AIS asks each partner to include AIS in the discussion. We have significant experience with many types of issues and can assist the partner with the request.
Problems that cannot be diagnosed by the partner	While this document attempts to cover the as many different classes of problems as possible based upon our field experience, some problems cannot necessarily be anticipated. Problems that cannot be diagnosed using the available procedures can be escalated to Tier 3 after the initial attempt to resolve the issue has been unsuccessful.

Problem Reporting Procedure

The procedure must be followed when escalating a problem to the Tier 3 level:

1. The most important items of information that must be included and can significantly improve the speed at ultimate resolution are the system logs. At a minimum, the wrapper.log and wrapper.log.1 files will need to be provided. Note these logs are overwritten as the system executes so to prevent the loss of valuable diagnostic information, the logs should be saved off as soon after the problem is identified as possible. (See the Expedite Administrators Manual for details on how to obtain the logs.)
2. If the problem is related to an open transaction, the transaction file needs to be sent as well.
3. If the problem is related to an AIS Internal Error, the snapshot of the logs saved by the system must be provided as well. (See the Expedite Administrators Manual for details on how to obtain these saved logs.)
4. A brief description of the problem.
5. The build number of the software.
6. If the problem is related to a specific file, the business process log of that file must be provided.
7. If the problem is related to an individual file, it may be necessary to obtain a copy of the file itself. While any information from a customer is kept in confidence, it is the responsibility of the partner to obtain permission from the customer before providing any sensitive information to AIS.
8. Additional information may also be required in order to determine the root cause.

NOTE: Problems reported that do not follow the above procedure may not be considered an escalated Tier 3 support issue and can unnecessarily delay the resolution of the problem.