

Support Guidelines

All services delivered by or on behalf of Dell KACE, including technical support services described herein and services described at <http://www.kace.com/support> are provided pursuant to the Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service, or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at www.Dell.com/Terms or your local country-specific www.Dell.com website or depending on Customer location, Dell's standard Customer Master Services Agreement ("CMSA"), which can be obtained at www.dell.com/servicecontracts, and hereby incorporated by reference and available in hardcopy from Dell upon request. The parties acknowledge having read and agree to be bound by such online terms. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at www.dell.com/servicecontracts.

Support Overview

Dell KACE is committed to providing outstanding technical support to our customers. The following policies and procedures are meant to ensure that all customers have the best experience when assistance is needed.

Dell KACE Technical Support Staff is available to assist customers with reproducible issues resulting from the normal use of KACE products as well as to answer specific questions about product configuration and usage. Areas of support include

- Questions or problems encountered during initial installation
- Production system failure
- Product does not function as documented
- Product usage questions
- Request for product enhancement
- Product upgrade assistance

Areas that are not covered under support include:

- Migration, mapping or importing data from third party applications
- Installation, set-up or configuration of Active Directory, mail servers, network devices and other third party applications
- Creation or modification of custom SQL reports and custom service desk ticket rules
- Use of Dell KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers and other third party products

- Configuration and administration of third party virtual infrastructure servers running a Virtual KACE Appliance
- Creation of customer specific KACE Appliance scripts and managed installs, etc.
- Custom modification of KACE Appliance server code/internals

Dell KACE Technical Support may refer customers to Dell Professional Services or Dell KACE Partners for implementation related issues dealing with custom reports, scripts and service desk tickets rules. Implementation assistance is offered on a separate fee basis and is not included under the maintenance and support agreement.

Support Offerings

Effective August 26th, 2011 Dell ProSupport will provide support for the KACE appliances. For customers with legacy Dell KACE support contracts, please contact your sales representative on transitioning existing support contracts.

Dell ProSupport

Dell ProSupport includes phone, e-mail, chat and access to KACE's online support portal and knowledge base. .

Technical Support Hours

Please access <http://www.kace.com/support/contact.php> for the latest hours.

Designated Support Contacts

To ensure uniform support, each customer may have up to two designated contacts per product line to function as the Technical Support liaison to Dell KACE. Designated contacts are required to complete the JumpStart training for their respective product. The designated contacts will be the only individuals allowed to raise issues to Dell KACE Technical Support, and will be the primary recipients of any technical updates or notifications posted by Dell KACE. To add contacts or change existing contact information, please send an email request to the Dell KACE email addresses provide at <http://www.kace.com/support/contact.php>

Severity Levels

Severity levels are assigned to each ticket based on the business impact. When submitting a ticket online, please assign the appropriate severity level using the definitions below. When calling in the Dell KACE agent will assist in assigning an appropriate severity level. Dell KACE reserves the right to modify the severity level of a ticket based on the analysis of the particular issue. Dell KACE will notify the customer of modifications to the severity level.

Severity	Condition	Dell Response	Customer Role
1	<p>Financial impact</p> <p>And one of the following</p> <ul style="list-style-type: none"> • Dell KACE Appliance Management Interface inaccessible • Dell KACE Appliance does not boot • Cannot PXE boot machine 	<p>Quick Escalation Manager intervention. Parts/labor dispatch when necessary after telephone troubleshooting and diagnosis.</p>	<p>Provide staff/resources in support of issue resolution during Dell KACE Support hours. Site-based senior management should be informed and engaged.</p>
2	<p>Product defect causing impact of customer systems. System can operate but in a restricted manner. Examples:</p> <ul style="list-style-type: none"> • Cannot provision clients. • Clients are not able to check in 	<p>Escalation Manager intervention offered if remote diagnosis has not been determined within 90 minutes of contact. Parts/labor dispatch when necessary after telephone troubleshooting and diagnosis.</p>	<p>Provide appropriate staff and resources to sustain continuous communication and work efforts. Site-based senior management informed and engaged as needed.</p>
3	<p>Product working as designed but have general 'how to' question relative to system usage/configuration or release availability. Or</p> <p>Enhancement Requests</p>	<p>Parts/labor dispatched after troubleshooting with Dell Technical Support and diagnosis.</p>	<p>Provide point-of-contact information for case and respond to Dell requests within one business day.</p>

Resolution Parameters

It is Dell KACE's goal to resolve all customers reported issues in a timely manner. Actual resolution time is dependent upon several factors including:

- Complexity of the problem
- Ability of customer's designated support contacts to perform any required diagnostic tests in a timely manner as requested by Dell KACE
- Ability of customer's designated support staff to provide detailed technical information when requested
- Ability of Dell KACE support staff to access customer's Dell KACE Appliance directly when required

Contacting Support

Dell KACE offers multi-channel support options:

- **Web Based Self-Help**

The Dell KACE Support Center Portal is a 24/7 service that provides access to an information rich searchable knowledge base with answers to commonly asked support questions, best practice guidelines and tutorials. It should be the first stop for all 'how to' types of questions. It can be accessed at www.kace.com/support

- **Support Tab**

Designated contacts may submit a ticket using the Support Tab on the Dell KACE Appliance. A support ticket is automatically created and an email response is sent that contains a case number and web link to the Dell KACE Support Center Portal. Subsequent customer emails are sent as the case is updated.

- **Telephone Support**

Telephone support hours are posted on www.kace.com/support.

- **Chat and E-mail Support**

Chat & Email support can be accessed through www.kace.com/support. Hours of operation and response times are posted on <http://www.kace.com/support/contact.php>

Auto Closure

To ensure that open cases do not remain idle for extended periods of time or remain open after the issue has been resolved, Auto Closure messages are automatically generated to prompt the submitter of the case for an update. The Auto Closure messages are generated under the following guidelines:

- **After 7 Days without activity the following email is sent:**

This is an automated email to inform you that we believe this ticket has not received any update from you in 7 days. Please reply to this email with an update to this ticket soon so we can help you resolve this issue.

If no update is received in the next week, the ticket will be closed automatically.

Tickets can be reopened as necessary provided that you have an active support agreement.

- **After 14 Days without activity the ticket is automatically closed and the following email sent:**

This is an automated email. If you reply to this email the ticket may be reopened.

This Support Ticket has been closed due to one or more of the following reasons:

1. We believe the issue has been resolved.
2. It has been 14 days since we last heard from you.
3. A bug or enhancement request has been submitted on your behalf.

If you feel this case should be reopened or you have any questions regarding this ticket, please feel free to contact Dell KACE Technical Support. You can also check the status of your cases at support.kace.com.

Supported Versions

For the currently supported Dell KACE server and Client versions, please visit www.kace.com/support

Our general policy is to provide support for the current and previous release unless otherwise noted. It is strongly recommended that Customer update the client software when upgrading to the most current server version.

Dell KACE regularly releases new versions of its software. The availability of a new release is communicated via the Dell KACE Support Center Portal. Dell KACE extends a 60-day grace period from the general availability date of the new release before moving the prior release to a non-supported status to enable customers to upgrade in a manner that meets their needs.

Use of Non-Supported Versions

Customers who continue to use non-supported versions of Dell KACE software can still access the Dell KACE Support Center Portal to search the knowledge base for frequently asked questions related to the prior release.

Customers who submit tickets related to a non-supported version may be required to upgrade to the current release before the issue can be addressed by Dell KACE Technical Support.

Software License and Terms

Accompanying License. Software is subject to the separate software license agreements accompanying the software, along with any product guides, operating manuals, or other documentation included with the software media packaging or presented to Customer during the installation or use of the Software. Customer agrees that Customer will be bound by such license agreement.

Software License from Dell. With respect to Software provided or otherwise made available to you by Dell in connection with the Services, if no license terms accompany the Software, then subject to your compliance with the terms set forth in this Agreement, Dell hereby grants Customer a personal, non-exclusive license to access and use such Software only during the term of the Services and solely as necessary for Customer to enjoy the benefit of the Services as stated in the applicable Service Agreements.

Restrictions. Customer may not copy, modify, or create a derivative work, collective work, or compilation of the Software, and may not reverse engineer, decompile or otherwise attempt to extract the code of the Software or any part thereof. Customer may not license, sell, assign, sublicense, or otherwise transfer or encumber the Software; may not use the Software in a managed-services arrangement; and may not use the Software in excess of the authorized number of licensed seats for concurrent users, sites, or other criteria specified in the applicable Service Agreements. In addition, Customer may not access the Software to monitor its availability, performance, or functionality, or for any other benchmarking or competitive purpose. Customer is further prohibited from (1) attempting to use or gain unauthorized access to Dell or to any third party's networks or equipment; (2) permitting other individuals or entities to use the Software or copy the Software or Services; (3) attempting to probe, scan, or test the vulnerability of Software or a system, account, or network of Dell or any of its customers or suppliers; (4) interfering or attempting to interfere with service to any user, host, or network; (5) engaging in fraudulent activity of any nature; (6) transmitting unsolicited bulk or commercial messages; (7) restricting, inhibiting, or otherwise interfering with the ability of any other person, regardless of intent, purpose, or knowledge, to use or enjoy the Software (except for tools with safety and security functions); or (8) restricting, inhibiting, interfering with, or otherwise disrupting or causing a performance degradation to any Dell (or Dell Service supplier) facilities used to deliver the Services.

Audit. You hereby grant Dell, or an agent designated by Dell, the right to perform an audit of your use of the Software during normal business hours; you agree to cooperate with Dell in such audit; and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this Agreement.

Customer & System Data. In Dell's performance of the services described herein or in connection with your use of the service-related software, it may be necessary for Dell to obtain, receive, or collect data or information, including system-specific data (collectively, the "**Data**"). In such cases, you grant Dell a non-exclusive, worldwide, royalty-free, perpetual, non-revocable license to use, compile, distribute, display, store, process, reproduce, or create derivative works of the Data solely for those purposes. In addition, you grant Dell a license to aggregate and use the Data in an anonymous manner in support of Dell's marketing and sales activities. You also grant Dell the right to copy and maintain such material and content on Dell's servers (or the servers of its suppliers) during the term of this Agreement. You represent and warrant that you have obtained all rights, permissions, and consents necessary to use and transfer the Data within and outside of the country in which you are located in conjunction with Dell's performance of the Services or your use of the Service-related Software (including providing adequate disclosures and obtaining legally sufficient consent from your employees, agents, and contractors).