

Technical Support

Silver Maintenance Plan User's Guide



Table of Contents

Section 1: Welcome	-4
Section 2: Flexera Software Maintenance Plans - Getting Started	-5
My Maintenance Plan	-5
Telephone Support	-5
Web-Based Support	-6
Support Contacts	-6
Response Times	-6
Product Updates	-6
Obligations	-6
Escalation	-6
Optional Services	-6
Section 3: How to get Support	-7
Scope of Technical Support	-7
Obligations	-7
Support Expectations and Response Times	-7
Submit a Support Incident	-8
Software Issues and Feature Enhancements	-9
Section 4: Other Resources	-10
Maximizing Your Investment	-10
Consulting Services	-10
Education Services	-11
Technical Account Manager (TAM) Service	-11
Knowledge Base	-11
Communities	-11
HelpNet	-11
Section 5: Listening to You	-12
Surveys	-12
Feedback Form	-12
Beta Programs	-12
Section 6: Appendix - FAQs	-13

Section 1: Welcome

Dear Customer,

We are pleased to welcome you as a Maintenance Plan customer with Flexera Software. We are sure that you will find your technical support agreement is a convenient way for your company to make the most of our products.

Ours is truly a business whose future depends upon the satisfaction of our customers. You can rest assured that we will strive to provide you with the best and most efficient support service possible.

Thank you for purchasing a Flexera Software Maintenance Plan for your business needs. We look forward to serving you.

Sincerely,

Andy McGovern

andym@flexerasoftware.com

Vice President, Worldwide Technical Support

Section 2: Flexera Software Maintenance Plans - Getting Started

Thank you for purchasing a Flexera Software Maintenance Plan! Depending on the product you just licensed, your Maintenance Plan may include an entitlement for up to two named contacts to receive Technical Support and provides you many benefits, including:

- Free updates for 12 months from the purchase date of your product
- Access to a team of experienced engineers
- Access to our online resources available 24 x 7
- Submit unlimited support requests for 12 months
- Transferable to another named contact within your organization if your responsibilities change

Important: If using the InstallShield® product lines, you must activate your plan within 30 days of purchase.

To take advantage of your Maintenance Plan, please remember that you must activate your plan within 30 days of your purchase. To accomplish this, simply follow the steps below. Do not hesitate to contact Flexera Software Sales with any questions toll free at (800) 809-5659. Prior to contacting technical support, please ensure that you have your Maintenance PlanID available. If you purchased your Maintenance Plan from a Reseller (not directly from Flexera Software), prior to contacting technical support, please register your license at support.installshield.com/register/.

If using any of our FlexNet products, your nominated Technical Contacts have been added to our database. They should shortly receive a username and password to log into Flexera Software eService at support.flexerasoftware.com to submit a support incident, check status of existing incidents or use our online knowledge base.

If you do not currently have a login:

1. Go to support.flexerasoftware.com.
2. Click on "Request a login" link.
3. Enter email address you used to register and click Continue
4. Enter a desired login and click Continue
5. Select a product family and click Continue
6. Fill out Sign in form and click Submit

A technical support engineer will contact you within one business day with information on retrieving your User ID and password.

My Maintenance Plan

Under the Silver Maintenance Plan, Flexera Software will provide the customer with the following services for a period of 12-months from the date of the order.

Telephone Support

Flexera Software will provide technical support via telephone Monday through Friday, during the office hours from the support center closest to the customer (except on those days designated as Flexera Software's holidays). Flexera Software currently provides support from Santa Clara, California, Schaumburg, Illinois and Cheshire, United Kingdom.

You can contact Flexera Software's technical support engineers at the location nearest you. For your specific time zone, please refer to the location nearest to you.

Products	Location	Hours of Operations
FlexNet Publisher, FlexNet Embedded, FlexNet Operations, FlexNet Manager	California 408-969-5441 877-969-5441 (Toll Free)	8am to 6pm PT, Monday–Friday
FlexNet Manager, FlexNet Publisher, FlexNet Connect AdminStudio, InstallShield, and Workflow Manager	United Kingdom 44 (0) 870-873-6301	6am to 6pm GMT, Monday–Friday
InstallShield, InstallAnywhere, FlexNet Connect, Single License AdminStudio, AdminStudio Virtual Desktop Assessment, App Portal and Workflow Manager	Illinois 847-413-2896	8am to 5:30pm CT, Monday–Friday
FlexNet Manager, FlexNet Publisher, FlexNet Connect AdminStudio	Tokyo, Japan +81-3-5774-6254	9:30am to 6pm JST Monday-Friday
FlexNet Manager Platform	Melbourne, Australia +61 3 9895 2177	9am to 5pm AEST, Monday-Friday

Web-based Support

Flexera Software will provide customer's registered support contacts with access to its web-based customer interface for its CRM system, which enables its customers to create, track and update support incidents and access its knowledge base. Flexera Software web-based support can be accessed at <http://support.flexerasoftware.com>. Availability is subject to maintenance and reasonable downtime.

Support Contacts

Flexera Software will provide support to the customer employee(s) who are registered as support contacts in Flexera Software's system. Each product allows for the number of contacts outlined below. Additional support contacts are available at an additional cost. Please contact your Flexera Software sales representative for more details.

One Primary and One Backup Contact

FlexNet Publisher, FlexNet Manager, FlexNet Connect, AdminStudio (Desktop Model), Workflow Manager,

One Contact

InstallShield - Premier, Professional, and Express
InstallAnywhere - Premier with Cloud Pack, Premier, and Professional

Incident Number

Upon receipt of a support request (and provided that the contact is a registered support contact), Flexera Software's Technical Support will create an incident and provide the incident number to Customer within eight (8) business hours.

Response Times

Flexera Software will provide a response to Customer's request for support services within sixteen (16) business hours (the "Initial Response"). As used herein, Initial Response will mean Flexera Software's confirming receipt of an error from Customer verifying the details of such error, and delivering to Customer, if applicable, (a) a list of additional information reasonably required by Flexera Software, and (b) a description of the assistance reasonably required by Flexera Software from Customer to assist in the evaluation of the report and diagnose the error or symptoms.

Product Updates

Flexera Software will provide product updates (maintenance releases, additions, and modifications, and new versions of the software). Product updates will not include maintenance releases, additions, or modifications that Flexera Software considers to be a separate product or for which Flexera Software charges its customers extra or separately.

Obligations

In order for Flexera Software to resolve a software issue, the customer must provide Flexera Software's technical personnel with enough information regarding the issue in order to allow Technical Support to replicate the incident at Flexera Software's site. In the event that a software issue cannot be replicated at Flexera Software's site, the customer must provide Flexera Software's technical personnel with a virtual image of their machine to allow replication at Flexera Software's site. For some products, customer may be required to provide Flexera Software with sample code that demonstrates the reported behavior.

NOTE: Flexera Software will not accept any actual customer source code. Flexera Software will endeavor to provide a resolution to the software issue or a temporary work around for the software issue as appropriate.

For the FlexNet Publisher, InstallShield and InstallAnywhere products, the customer is responsible for providing technical support to its end-users.

Escalation

Should a customer determine in good faith that the resolution or other service provided by Flexera Software is not reasonably satisfactory to customer, customer may escalate any concerns or issues directly to Flexera Software's Support Manager for the region.

Optional Services

Customer may, for an additional fee, elect to add the following services

Technical Account Manager: Customer will be assigned a dedicated Technical Account Manager (the "TAM") who will be the primary interface for Customer's Support Contacts. Customer may also request to speak to a preferred technical support agent when calling in for support assistance, or may elect to speak to the first available technical support representative. Customer will designate one Support Contact to participate in weekly conference calls with the assigned TAM. The TAM will provide periodic reports and status updates on open support incidents.

In addition to the support contacts available to you through your maintenance plan, the team at Flexera Software are at your disposal to assist you with any further enquiries you may have or to discuss with you additional Flexera Software solutions that may be of benefit to you. Please use the following numbers to contact your regional Flexera Software office:

USA, Illinois Office:	Phone: (847) 466-4000
USA, California Office:	Phone: (408) 642-3700
EMEA, UK Cheshire Office:	Phone: +44 (0) 870 873 6300
Melbourne, Australia Office:	Phone: +61 3 9895 2000
Tokyo, Japan Office:	Phone: +81-3-4360-8291

Section 3: How to get Technical Support

This section includes all information necessary to work with Flexera Software Technical Support.

Scope of Technical Support

Flexera Software Technical Support offers advice, information, and troubleshooting assistance on issues arising from the direct use of our products. We work closely with customers to determine the root cause of issues and provide recommendations for resolving them.

Customer Obligations

In order for Flexera Software to resolve a software issue, the customer must provide Flexera Software's technical personnel with enough information regarding the issue in order to allow Technical Support to replicate the incident at Flexera Software's site. For some products, the customer may be required to provide Flexera Software with sample code that demonstrates the reported behavior. Flexera Software will provide a resolution to the software issue or a temporary work around for the software issue as possible and appropriate. For the FlexNet Publisher, InstallShield, and InstallAnywhere products, the customer is responsible for providing technical support to its end-users.

Note: Flexera Software will not accept any customer actual source code unless specifically requested by your technical support engineer.

If you believe you have found an issue within a Flexera Software product, the engineer will investigate the issue and then determine which of the following categories it best fits under:

Flexera Software Issue - The functionality is not working as expected due to an issue within a Flexera Software product. An engineer must be able to reproduce the Issue with the latest version of the product. Once an Issue has been verified, it is submitted to our Engineering team.

Third-Party Technology Issue or Limitation - The functionality is not working as expected due to an Issue or limitation within a third-party technology. In this case, contact the third-party technology vendor for additional assistance.

Working as Designed - The functionality is working as expected. However, a product limitation prevents the desired behavior or you need additional customization to achieve the desired functionality. In this case, the engineer can submit a feature request to our engineering team or you can contact Flexera Software's Consulting Services staff.

Flexera Software Technical Support cannot be responsible for resolving problems created by customizations beyond our product functionality or those made with third-party products. Flexera Software will not assume responsibility and control of projects nor do we assume liability for Flexera Software Support Engineers altering these projects directly.

In the course of supporting our customers, our engineers may determine that the software issue is not within the scope of technical support. In this event, Flexera Software Technical Support will provide an alternate resource, such as our Consulting Services staff, to allow you to pursue the issue for an additional fee.

Technical Support Expectations and Response Times

Flexera Software Technical Support policies are designed with you in mind. In order to provide all of our valued customers with the same level of superior service, we have several guidelines.

One Question per Support Incident - When you have a problem, we're here to help. So that we can more accurately track the progress of your incident and provide excellent service, we kindly ask that you limit your questions to a single specific question per support incident opened.

If you need assistance with an entire process, instead of a specific question, our Consulting and Education Services teams are there to help. They can provide complete walkthroughs via phone of key project tasks, or create or modify your projects directly for an additional fee. They also provide product training both on-site and at scheduled locations. Please see section 4.0 of this document for more information on these resources.

Response Time - The response time only applies to Gold and Silver Maintenance Plans. For Gold the response time is also dependent upon the severity of the issue. We commit to providing an initial response within the time specific by the plan, not necessarily a solution. Most problems take considerable time to research, debug and test. Each time you contact us for a new support incident or to follow-up on an existing support incident, we intend to respond within that timeframe. We appreciate your understanding as we seek to provide all our customers with the same level of customer service.

Working as a Team - We believe in working with you, the customer, to reach a resolution or workaround as quickly as possible. Towards this end, we may request additional information from you to help us more quickly identify a solution, including:

If using the InstallShield Product Lines

- A log file. Log files record the progress of an installation and assist in isolating an issue. For instructions on how to create a log file, refer to the following documentation:
 - **Q104807** HOWTO: Logging an MSI Installation
 - **Q105237** HOWTO: Logging an InstallScript MSI Project
 - **Q106551** HOWTO: Logging an Express Installation
 - **Q110947** HOWTO: Logging an InstallScript Project
 - Log Service and Logging Events for Universal Installer

You can access the Knowledge Base directly from the following link: knowledge.flexerasoftware.com.

- The steps you have taken to isolate the issue. You can pinpoint the source of the issue by removing project elements until the issue no longer occurs.
- For run-time and project-specific issues, a small sample project with which you have been able to repeatedly re-create the issue.

If using the FlexNet Product Lines

- **Q111782** INFO: Basic requirements for FlexNet Licensing incident diagnosis
- **Q111781** INFO: Basic requirements for GT/Operations incident diagnosis
- **Q111778** INFO: Basic requirements for FlexNet Manager incident diagnosis

You can access the Knowledge Base for the FlexNet Product lines by going to support.flexerasoftware.com.

Submit a Support Incident

A support incident can be submitted to Flexera Software Technical Support via our online web-based portal or via telephone. Please note that only our Gold and Silver Maintenance Plan customers have access to telephone support.

Flexera Software eService (Web-Based Portal)

Your plan allows you to manage your support incidents and interact with Technical Support Engineers as well as submit, update, and check the real-time status of your requests using our Web-based support portal (support.flexerasoftware.com). In addition, you can now do the following:

- Attach log files, images, and small sample projects
- Review all support incidents submitted from your company for your specific location
- Access all support resources - Knowledge Base articles, product downloads, and more - in one convenient location

Note: Flexera Software eService makes use of cookies. Please make sure cookies are enabled in your browser before entering Flexera Software eService. Also, the eService Web-based support system was designed for XGA resolution at 1024x768 or higher. If you are using a lower resolution, please change your resolution to at least 1024 x 748 prior to signing into eService. Flexera Software eService is subject to maintenance and other reasonable downtime requirements.

Telephone

If you need to call our Technical Support line to speak to a Technical Support Engineer during regular business hours, please refer to the "My Maintenance Plan" section earlier in this document for the specific phone number to use to contact our Technical Support team.

You can call our Technical Support line to speak to a Technical Support Engineer live during regular business hours. When you contact us via phone, please have the following items available:

- Flexera Software Maintenance Plan Agreement number.
- If applicable: Your product serial number, version number, edition and project type. To find the version number of the product, on the Help menu, click About. When you open your project, the title bar identifies the project type.
- Name of the registered contact.
- Your company name, telephone number, and email address.

Note: Only our Flexera Software eService Web-based support portal allows you 24 x 7 access to your support incidents, and real-time status updates. We recommend logging your issue using Flexera Software eService, as it is our most flexible and convenient option. It allows you to submit and update support incidents on your schedule – not ours.

Software Issues and Feature Enhancements

Software Issues

Flexera Software takes product quality very seriously, and we will work closely with you to assist in the event that an Issue is discovered in our product.

If you wish to report an Issue in a Flexera Software product, the Technical Support Engineer will take the steps below. If an Issue is discovered to originate from a third-party technology or product, you will be requested to submit an Issue report to that company.

1. **Reproduce the Problem**- To reproduce the problem, the Technical Support Engineer may request a small sample project or other files that would help us towards this goal. The Technical Support Engineer will be unable to classify this as an Issue and submit it to our Engineering team until it can be reproduced consistently in our technical support lab.
2. **Submit to Engineering** - Once the Issue has been reproduced in-house, an Issue (report) will be submitted to our Engineering team on your behalf, and the Issue number will be sent to you. This number will be in a format similar to "IOC-000050346". At any time in the future you can contact Flexera Software Technical Support to check the status of this Issue by simply referencing the Issue number.
3. **Provide a Workaround (if applicable)** - The support engineer's goal is to help you work around this problem as quickly as possible, and will therefore notify you of workarounds that may be available for this particular Issue. In the event that no workaround is available, the support engineer will work with our Engineering team to determine the severity level of the Issue and determine if any further options are available.
4. **Change Support Incident to Issue Status** - After an Issue has been reproduced and submitted to our Engineering team, your support incident will be placed in Issue status and will remain open. If a fix is released in a future version of the Flexera Software product, it will be documented in the release notes for that version.

Please note that Flexera Software Technical Support cannot guarantee an Issue fix within a certain timeframe. Once an Issue is submitted and accepted by our Engineering team, the Issue correction may be scheduled for a future product release.

Feature Enhancements

At Flexera Software, we value your feedback regarding our products and are always seeking to improve them. We'd appreciate hearing any feature enhancements you'd like to see in a future version of our products. When contacting Flexera Software Technical Support to submit a feature enhancement, the Technical Support Engineer will take the steps below:

1. **Document the Feature** - The support engineer will ask you clarifying questions to fully understand the feature enhancement you are requesting, and document this information within the support incident.
2. **Submit to Product Management** - Once the Technical Support Engineer fully understands your request, an Issue (feature request) will be submitted to our Product Management team on your behalf. Our Product Management team may research the market applicability and priority of this feature and may include it in the product roadmap when deemed appropriate and desired.
3. **Change Support Incident to "Enhancement" Status** - After an Issue has been submitted to Engineering, the Technical Support Engineer will change the status of the support incident to "Enhancement". If the feature is included in a future release of the product, it will be added to the release notes of the current release.

Please note that Flexera Software Technical Support cannot guarantee a feature enhancement within a certain timeframe or at all.

Flexera Software offers many additional resources that are available to all Flexera Software customers, including many that are complementary.

Maximizing Your Investment

Flexera Software Global Services offers support programs, training, and consulting services to help customers implement, customize, and increase the ROI on their Flexera Software solution. This section includes details on the services we provide to allow you to use your Flexera Software product to its fullest potential.

Consulting Services

Flexera Software Consulting Services enables customers to accelerate and increase the value they receive from their investments in Flexera Software Products through subject matter expertise and proven implementation methodology.

Whether you need assistance with the evaluation of current or potential strategies to achieve your business objectives or would like help with the actual implementation of existing strategies, or both, our consultants bring a wealth of experience and proven best practices to your projects.

Section 4: Other Resources

Flexera Software employs industry experienced consultants. They include:

- Subject Matter Experts in Software Value Management (SVM) and Content Value Management (CVM) strategies.
- Implementation Consultants who specialize in complex and diverse site implementations.
- Project Managers with experience in successfully handling change management projects.

Our comprehensive approach enables customers to work with Flexera Software consultants from initial vision development and project ROI analysis, through final project training and production deployment. We also team with your internal staff and Flexera Software Alliance Partners to provide the right resources for your project. The types of consulting services available include:

Assessment and Solution Design

How do you know that you are receiving the most from your technology investment? Get an analysis of your current or potential strategies to maximize the value of your content or software.

Flexera Software's Assessment & Solution Design consulting offerings are 2-5 day assessment workshops that provide you with senior industry experience and implementation know-how. Whether you are just starting to consider investing in Flexera Software technology or looking to re-engineer your existing infrastructure, our experts can help you benchmark your current model against the industry best practices and provide a structured roadmap to implementing the solution optimal for your organization.

Flexera Software Consulting Services offers Assessment & Solution Design workshops for organizations in the following industry sectors:

- For Game Industry
- For Software Developers & Vendors
- For Enterprises & Government

These can be found at www.flexerasoftware.com/services/consulting/974.htm.

Solution Implementation

Get expert help with the implementation of your existing or planned Flexera Software solutions.

Selecting the technology solution for your organization is typically only the first step to successfully realizing a return on your investment. Flexera Software's Implementation Consultants will help provide that you:

- Take full advantage of the full technology capabilities of your chosen solutions
- Leverage leading industry practices throughout your systems and processes
- Perform an efficient implementation by avoiding common pitfalls

Flexera Software offers consulting services to assist with the implementation of solutions addressing the following areas:

- Software Pricing & Licensing
- Software Installations
- Software Updating
- License Operations & Fulfillment
- Application Packaging & Deployment Preparation
- Enterprise Software License Management
- Authoring & Replication Facility Setup
- Service Provider Deployment
- Game Portal & Retailer Integration
- Packaging & Distribution for Game Publishers
- Online Games Merchandising & Promotion

These can be found at www.flexerasoftware.com/services/consulting/1752.htm.

To contact our Consulting Services team, email consulting@flexerasoftware.com or browse to www.flexerasoftware.com/company/contact_us.htm for the contact information of the Consulting Services team nearest you.

Education Services

Each year, over a thousand professionals around the world take advantage of a Flexera Software Education Experience:

Instructors – Resources from our global pool consult, train and support customers in every vertical market and bring years of practical experience to each course

Brand Assurance – Companies enjoy the peace of mind associated with knowing that they are investing time and energy in the “source” rather than a non-certified third-party

FLEXibility – Course schedule and content are organically tailored from a menu of options to personalize the workshop-style experience

Implementation of a Flexera Software education offering can impact all aspects of your organization. Flexera Software continually evolves a comprehensive education offering, covering the latest technology, as well as specific practical use by a diverse audience, with diverse needs. Customers can choose to participate in public or onsite courses. To contact our Education Services team, email education@flexerasoftware.com or browse to www.flexerasoftware.com/company/contact_us.htm for the contact information of the Education Services team nearest you.

Technical Account Manager (TAM) Service

To help you maximize your ROI and get the most value from our solutions, Flexera Software offers the Technical Account Manager (TAM) service.

No matter what Flexera Software products your company uses, our TAM service helps you get the most from our software. Your TAM is a personal account manager for your entire organization; your primary support focused contact at Flexera Software working to see that your organization's needs are met. Your TAM is an advocate for your company; helping to get your technical questions answered, your project challenges resolved and your individual needs met. Need product assistance for a critical project? Have an idea for a new feature for your Flexera Software product? Your TAM is the person to call.

Contact Flexera Software today to learn more about how our Technical Account Manager Service will help you get the most value out of your Flexera Software products and maximize your ROI.

Knowledge Base

Flexera Software's comprehensive Knowledge Base is your first stop for tips, know-how, and questions about product features and functionality and is available online 24x7. The Knowledge Base is also your resource for quickly connecting error codes with project elements.

Online resources such as our Knowledge Base provide quick access to years of experience at no additional cost. The Knowledge Base is located in the Support section of the Flexera Software Web site at www.flexerasoftware.com/support.htm. It contains answers to many commonly asked questions and includes new information about the product that may not appear in the documentation. You can use the Knowledge Base search engine to search articles by phrases, numbers, platforms, and version.

Communities

The online communities are another excellent resource when you have questions about using your Flexera Software product. In these communities, users like you share tips and ideas and help each other get the most out of your Flexera Software product. Visit the communities in the Support section of our Web site, available at community.flexerasoftware.com.

HelpNet

Flexera Software HelpNet is an excellent resource that contains the entire Help Libraries for many Flexera Software products. This information is the most accurate and up-to-date because we can provide updates in near-real time. Be sure to check back often as our documentation is being updated everyday. HelpNet can be used at helpnet.flexerasoftware.com.

Section 5: Listening to You

The most important ingredient for a company to be successful is to provide value to our customers. At Flexera Software we strive to create a customer-centric culture; one in which we are actively listening to you to determine what you find most important, and specific ways to improve our products and services to serve you better.

Flexera Software truly values your feedback, and we have many programs in place to collect your comments to help us drive the future direction of our products and services. This section discusses some of the primary methods we use to listen to you.

Surveys

The primary method Flexera Software uses to get the pulse of our customers on a regular basis is surveys. Two types of surveys are used:

Transactional Surveys - When you contact our Technical Support team, a support incident is created on your behalf to track your problem until resolution. A brief survey is sent on a regular basis to a random set of customers who have closed support incidents in the recent past. This allows us to ask specific questions on the overall support experience so we can constantly make adjustments where needed.

Annual Surveys - On an annual basis our Marketing team sends a survey to a random set of customers that have contacted any touch point within our company in the past calendar year including Sales, Technical Support, Consulting and Education. This allows us to monitor your overall experience with our company to confirm we're exceeding your expectations and being consistent across our organization.

Feedback Form

At Flexera Software, we don't require you to own a support maintenance plan to tell us what you think. Although purchasing a maintenance plan is still the best way to get assistance with a specific problem in our products, you can submit more general feedback regarding our services, products or website. We strive to made ourselves accessible to all our customers, and take your comments very seriously.

To submit feedback regarding our products or services, use the form available at www.flexerasoftware.com/company/contact_us.htm.

To submit feedback specifically regarding our Web site, use the form available at www.flexerasoftware.com/company/contact_us.htm.

Please note that we cannot guarantee a response to each submission via these forms, but be assured that your comments are reviewed and taken very seriously.

Beta Programs

To help in our efforts to improve the quality of our products, we periodically offer beta versions of our products prior to their official release. This is a valuable and privileged opportunity for you to get a sneak peek into our new product, and provide feedback on the overall experience, usability and quality so we can address critical issues prior to the official release.

With a Gold Maintenance Plan, you have priority access to these beta programs and will be notified when they are available.

Section 6: Appendix - FAQs

eService Questions

- How can I get a support login?
- Can anyone from my company get a username/password if my company has a Maintenance Plan?
- If my maintenance plan expires is my login still valid?
- What are the different maintenance plans you offer and how can I purchase one?
- If I run into issues with the web-based support system, are there any troubleshooting steps I can take?
- Where can I find instructions for using eService?
- How do I receive technical support during my evaluation period?
- How can I change my password?
- How can I change my information?
- What browsers does the Web-based system support?
- How can I cross reference a new incident to an old one?
- How can I search the Knowledge Base?

Answers

Q. How can I get a support login?

A. To get a login, you need to have a valid maintenance plan for a Flexera Software product. For licensing and entertainment products, you should receive a login when you purchased a maintenance plan. For installation products, you can visit support.flexerasoftware.com and click on the "Request a login" link

Q. Can anyone from my company get a username/password if my company has a Maintenance Plan?

A. To receive a login, you must have a valid Maintenance Plan. Your company is allowed a specific number of contacts based on your Maintenance Plan or by purchasing additional support contacts. Only those contacts specified on the Maintenance Plan can obtain logins.

Q. If my maintenance plan expires is my login still valid?

A. Your login is not valid after your Maintenance Plan expires. Logins for expired plans are deactivated. Your login will be re-activated if a new maintenance plan is purchased.

Q. What are the different maintenance plans you offer and how can I purchase one?

A. Flexera Software offers a number of maintenance plans that are fine-tuned to meet your specific needs. For information on the maintenance plans offered, visit www.flexerasoftware.com/support/maintenance.htm.

Q. If I run into issues with the web-based support system, are there any troubleshooting steps I can take?

A. If you are having trouble using our support system, you may need to do one of the following:

- Allow pop-ups.
- Add support.flexerasoftware.com to your Trusted Sites.
 1. In Internet Explorer, select Tools > Internet Options.
 2. In the Security tab, select Trusted Sites icon.
 3. Click the Sites button.
 4. In the Add this website to the zone field, type in support.flexerasoftware.com.
- Turn on the Java setting.
 1. In Internet Explorer, select Tools > Internet Options.
 2. In the Advanced tab, select the Use Java version for checkbox. This may require you to restart your computer.

Q. Where can I find instructions for using eService?

A. You can find instructions for using eService at www.flexerasoftware.com/support/how_to_use.htm.

Q. How do I receive technical support during my evaluation period for my Installation Products?

A. To receive technical support during your evaluation, we ask that you register online at support.installshield.com/register/eval/default.asp. You will need the evaluation number sent to you in the email you received when you downloaded our product.

Q. How can I change my password?

A. After logging in:

1. Select My Account from the MyProfile menu
2. Select Change Password
3. Follow the instructions for changing your password

Q. How can I change my information?

A. After logging in:

1. Select My Account from the MyProfile menu
2. Select Modify Account Information
3. Follow the instructions for modifying account information

Q. What browsers does the Web-based system support?

A. Currently, our system supports Internet Explorer and Firefox.

Q. How can I cross reference a new incident to an old one?

A. If you have a new incident that is related to a previous incident, you can ask the engineer assisting you to reference that incident or create a clone of a previous incident.

Q. How can I search the Knowledge Base?

A. You can search the Knowledge Base by selecting the Knowledge base link and then selecting the appropriate product family.



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