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TIBCO enables digital business solutions through smart technologies that interconnect everything and augment intelligence. This combination delivers faster answers, better decisions, and smarter actions. TIBCO provides a connected set of technologies and services, based on 20 years of innovation, to serve the needs of all parts of an organization—from business users to developers to data scientists. Thousands of customers around the globe differentiate themselves by relying on TIBCO to power innovative business designs and compelling customer experiences. Learn how TIBCO makes digital smarter at [www.tibco.com](http://www.tibco.com)

## TIBCO Support Guide



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## 1 Overview

TIBCO is dedicated to the success of our customers by providing timely responses to problems with TIBCO software products. TIBCO's highly skilled support engineers are well versed in TIBCO's software products. TIBCO's support services group is a global organization that uses a "follow-the-sun" model to ensure that support is available whenever it is needed. Support centers are located around the world to support all the TIBCO product lines.

In the event you have contracted for Maintenance services at the Bronze Level, the supported time zone assigned for Service Hours will be based on the TIBCO software delivery address for your company.

Maintenance services are subject to terms and definitions outlined at <https://terms.tibco.com> which includes the following -

- Maintenance terms: <https://terms.tibco.com/posts/845633-maintenance>
- TIBCO Support Website Terms of Use: <https://www.tibco.com/company/terms-of-use>
- Customer Privacy and Security Statement: <https://www.tibco.com/company/privacy> and [http://www.tibco.com/customer\\_privacy\\_security\\_statement.jsp](http://www.tibco.com/customer_privacy_security_statement.jsp)
- Service Levels Guide: <https://terms.tibco.com/posts/848144-service-levels-guide>
- Equipment terms: <https://terms.tibco.com/posts/845631-equipment> and <https://www.tibco.com/resources/datasheet/equipment-maintenance-program-guide>
- TIBCO Mashery Service Levels Guide: <https://terms.tibco.com/posts/1145198-tibco-mashery-service-levels-guide>
- TIBCO Mashery Definitions: <https://terms.tibco.com/posts/1181929-tibco-mashery-definitions>
- TIBCO Security Guidelines: <https://terms.tibco.com/posts/868169-tibco-security-guidelines>

## 2 Maintenance

For the purpose of any license or maintenance agreement under which Maintenance is provided, as used below, "Licensor Software," shall include "TIBCO Software," or "Software" as defined in any such agreement. "Customer," as used below, shall have the same meaning as defined for the customer company entity licensed to use the Licensor Software in any such agreement. Capitalized terms used in any agreement, and not otherwise defined in said agreement are located at <https://terms.tibco.com/posts/845635-definitions>.

### 2.1 Scope

TIBCO will use commercially reasonable efforts to resolve matters according to the problem Severity level in accordance with the *Service Levels Guide* (<https://terms.tibco.com/posts/848144-service-levels-guide>). All communications will be in English. TIBCO will notify Customer in writing in the event that Maintenance is materially affected by TIBCO's licensor(s).

TIBCO Support provides support for:

- Installation problems
- Issues encountered while using the product
- Configuration errors
- Product troubleshooting and diagnosis

TIBCO Support does not provide support for:

- Modified installers or deployment packages
- Product customizations or code development
- System and network design
- Design and implementation of development, release, or security policies and practices
- Release candidate or preview features
- Undocumented features or functionality
- Uncertified platforms

Customers are responsible for their own customized usage or deployment of TIBCO software, operating system and hardware set-up, third-party (e.g. database) software configuration and other environment-specific systems. TIBCO Support is not required to aid in troubleshooting the configuration or usage of non-TIBCO software.

TIBCO may recommend the use of software or other tools by third-party companies for troubleshooting, data collection or analysis to aid in the resolution of technical issues involving TIBCO software. While we endeavor to recommend reliable tools from trustworthy, well-known



companies, TIBCO does not guarantee the performance of such software or tools, and is not responsible for any loss, damage, or failure that results from using such software or tools. Customers use such third-party software or tools at their own risk and in accordance to the terms set forth by the third-party company.

## **2.2 Version Support Policy**

A Customer's Maintenance agreement with TIBCO contains terms relating to how long TIBCO will provide Maintenance for a product version.

When a version of a TIBCO product is no longer covered by Maintenance, it means that fixes will no longer be generally available for that version. TIBCO Support will continue to accept Cases (defined in section 2.7.1) for that product version up to 3 years from the *Generally Available* (GA) date and, when feasible, will attempt to provide the Customer with reasonable assistance to troubleshoot and resolve the problem. Engineering will only evaluate reported issues in TIBCO product versions that are still under Maintenance.

For specific product version support information, please refer to the *Product Information* page on the TIBCO Support Portal (<https://support.tibco.com/>) where you will find links to the following documents:

<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation.pdf>

<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation-Integration.pdf>

Some release versions of TIBCO Spotfire products are designated as *Long Term Supported* (LTS) versions. LTS versions are typically supported for up to 36 months from release. Defect corrections will typically be delivered in a new release version as hotfixes or service packs to one or more LTS versions. For more information, please refer to: [https://docs.tibco.com/pub/spotfire/general/LTS/spotfire\\_LTS\\_releases.htm](https://docs.tibco.com/pub/spotfire/general/LTS/spotfire_LTS_releases.htm)

For Jaspersoft support policies, please refer to:

<https://www.jaspersoft.com/end-life-policies>

<https://www.jaspersoft.com/product-patch-policies>

When a Customer:

- encounters a known defect, which is already corrected in the most current or a supported version of the Licensor Software, the Customer will need to upgrade to the most current or supported version of the Licensor Software to obtain the fix; or



- discovers an unknown defect, engineering will make the fix in the most current version of the Licensor Software and the Customer will need to upgrade to that version to obtain the fix.

Additionally, with typically 12 months prior notice, TIBCO may announce the end of support (i.e. stop accepting problem reports) on significantly older versions by publishing a *Retirement Notice* on the TIBCO Support Portal (<https://support.tibco.com/>). Even in such a situation, access to the knowledge base of the older versions is always available to a Customer currently under Maintenance. A Customer may submit a problem report, called a Case, via the TIBCO Support Portal to request a product version be included under the *TIBCO Extended Support Program*.

## **2.3 Product Retirement or 'End-of-Life' Policy**

When a TIBCO product is retired, TIBCO will no longer accept Cases on any version of that product. Customers are provided advance written notice (up to twelve months) of a product's retirement. This information is published as a *Retirement Notice* under the *Knowledge Base* section of the TIBCO Support Portal (<https://support.tibco.com/>).

Customers may subscribe to receive email alerts when *Retirement Notices* are published or updated. This can be done via the *Product Interests and Knowledge Base Subscriptions* page on the portal.

*End of Support Information* for TIBCO Product Versions is available at:

<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation.pdf>

<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation-Integration.pdf>

For Jaspersoft support policies, please refer to:

<https://www.jaspersoft.com/end-life-policies>

<https://www.jaspersoft.com/product-patch-policies>

## **2.4 TIBCO® Extended Support Program**

TIBCO may offer Customers extended Maintenance and support on certain TIBCO product versions. Product versions eligible for Extended Support can be found in:

<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation.pdf>



<http://supportinfo.tibco.com/docs/TIBCOEndofSupportInformation-Integration.pdf>

Customers may contact TIBCO Renewals ([renewals@tibco.com](mailto:renewals@tibco.com)) to request Maintenance for any product version listed offering Extended Support.

The scope and terms of extended Maintenance include:

- The ability to submit Cases for eligible product versions.
- TIBCO assistance providing workarounds and available fixes for issues reported; staging of issues by TIBCO will be on the latest version of eligible product(s).
- Maintenance service level initial response and follow-up response times are according to Customers' existing Maintenance service level.

The scope and terms of extended Maintenance exclude:

- Enhancements, service packs, or defect corrections
- Support for new platforms (database versions, operating system versions, TIBCO infrastructure products, etc.)
- Back porting of any fixes (including, but not limited to, bug or security fixes) from later product versions
- Partners participating in the TIBCO Partner Network or any other TIBCO Partner program.

Extended Maintenance is subject to eligibility requirements. Please contact your TIBCO Sales Account Executive or the TIBCO Maintenance Renewal team at [renewals@tibco.com](mailto:renewals@tibco.com) for more information.

TIBCO reserves the right, at its discretion, without notice of any kind, to change products and product versions included in any extended Maintenance product version list. Changes to the extended Maintenance product version list will have no impact during any Maintenance term for which TIBCO Extended Support Program Maintenance fees have already been paid.

## ***2.5 Virtualized and Cloud Environment Support***

Although TIBCO does not include all virtualized or cloud environments in our product test plans, and subject to there being no more than minimal differences in price, features, functionality and quantity, we will support Licensor Software in any virtualized or cloud environment if the following criteria are met:



- The operating system running in the virtualized or cloud environment is supported by TIBCO for Licensor Software version in question, and
- The virtualized or cloud environment being used is officially certified and approved by the operating system vendor in question, and
- The virtualized or cloud environment presents a true image of the native operating system, and
- The virtualized or cloud environment provides sufficient resources, including CPU cycles, storage latency and network bandwidth to support the desired product workload.

Exceptions to this general policy include:

- Use of Multicast or Broadcast network communication is not supported in any product.
  - E.g., we do not support running TIBCO Rendezvous® daemons (e.g., RVD, RVRD, etc.) with multicast or broadcast communication in virtualized or cloud environments for stability reasons.
- TIBCO ActiveSpaces® version 2.x: We support remote clients in virtualized or cloud environments. We support but strongly recommend against running any processes that are not remote clients in virtualized or cloud environments for stability reasons. These processes include peers such as as-agents and clients that are fully connected into the cluster.
- TIBCO does not support VMware® vSphere® vMotion®, taking snapshots of running systems or restoring from such snapshots.
- TIBCO does not support preview features or preview tools.

TIBCO does not make any claims for the performance of Licensor Software running in a virtualized or cloud environment. If TIBCO suspects that virtualization may be contributing to a problem under investigation with TIBCO Support, we may ask you to engage the virtualization or cloud vendor for joint resolution efforts, or demonstrate the problem without virtualization.

Refer to the individual TIBCO product documentation (<https://docs.tibco.com>) and TIBCO Community (<https://community.tibco.com>) for product-specific information related to virtualization or cloud platforms.

## **2.6 Security Advisory Policy**

At TIBCO we take security very seriously and are constantly evaluating and augmenting our security measures. We perform rigorous testing for every product release, as well as code audits, structured walkthroughs and peer reviews.

TIBCO announces security vulnerabilities via our *Security Advisories* page: <https://www.tibco.com/services/support/advisories>. The security advisories include a description of the vulnerability, details of the impact, systems affected and the solution required to address the vulnerability (usually an updated product version).

## **2.7 General Terms**

### **2.7.1 Case**

Customers can request assistance on TIBCO products by creating a Case. A “Case” is a problem report involving a TIBCO product and includes suspected defects and feature requests. A Case should include a summary and detailed description of the issue. When a Case is created, TIBCO Support will attempt to reproduce the issue and provide the following services:

- Participate in telephone and web conferences as needed to analyze the issue further.
- Investigate possible workarounds for reported issue, defect or product limitation
- Ensure issue is given appropriate visibility internally and prioritized accordingly.
- Provide frequent updates to the Customer on the progress of the investigation
- Confer with engineering to determine the appropriate solution.

### **2.7.2 Defect**

If a Customer’s Case results in a defect being confirmed in a TIBCO product then TIBCO Support will create an internal ticket for engineering to track and fix in an upcoming release of the software.

When prioritizing the fixing of defects, engineering will take into consideration the impact on existing Customer implementations, how product backward compatibility will be affected, how much development resources will be required, and the impact on other product commitments.

For defects, the business impact should be clearly communicated by the Customer to TIBCO Support. Component upgrade or complete version upgrade may be required if the defect is a known issue. A hot fix or patch may be created depending on the nature of the issue; otherwise, the defect will be fixed in a future release of the software.



For defects affecting our cloud products, fixes are prioritized and rolled out in production during release windows.

TIBCO product hot fixes or patches are available to download on <https://support.tibco.com> under *Downloads* -> *Hotfixes*.

Jaspersoft customers should also refer to section *2.7.4 Subscriptions with Annual Case Limits*.

### **2.7.3 Enhancement**

An enhancement request is a recommendation for future product enhancement, or a request to add official support for features that do not currently exist in the software. Engineering will take enhancement requests into consideration during the product management process, but has no obligation to deliver on any feature changes.

New feature requests are not considered urgent and will not be introduced into a product via a hot fix or patch. TIBCO Support is often unable to provide any timeframe on when or if a new feature will be included in a future product release.

While enhancement requests can be created by TIBCO Support as a result of a Case, it is also possible to submit feature requests via the *TIBCO Ideas* portal (<https://ideas.tibco.com>). The portal allows a Customer to browse product ideas submitted by other Customers, and vote on the ideas most likely to enhance their usage of the product in the future.

Jaspersoft customers should also refer to section *2.7.4 Subscriptions with Annual Case Limits*.

### **2.7.4 Subscriptions with Annual Case Limits**

Some Jaspersoft Customers have a limit on the number of Cases that can be reported to TIBCO Support within a given year (e.g. Jaspersoft Professional Standard Support etc.). If such a Customer wishes to report a defect or enhancement, but does not want the issue to impact the number of "remaining Cases" that they are entitled to, then the defect/enhancement can be reported through the public channels available to the *Jaspersoft Community* (<http://community.jaspersoft.com/bug-tracker>).

Defects reported via the *Jaspersoft Community* will be addressed based on standard prioritization guidelines, and timing will be dependent upon the availability of resources.

### **2.7.5 Initial Response Time**

Initial response is defined as TIBCO Support's response to a Customer, either with a Case update, email or phone call, once a problem has been reported.

## 2.7.6 Follow-up Response Time

TIBCO Support is committed to ensuring our Customers receive regular updates on the progress of their Case and the status of the investigation. The amount of time in which you should expect a follow-up response on a Case is outlined in our *Service Levels Guide* (<https://terms.tibco.com/posts/848144-service-levels-guide>).

## 2.8 Case Statuses

<i>Status on TIBCO Support Portal</i>	<i>Meaning of the Status</i>
<b>Open</b>	TIBCO Support is actively working on the Case.
<b>Pending Customer Response</b>	TIBCO Support is waiting for additional information from the Customer in response to questions, proposed testing, and results from reproducing the issue etc. in order to proceed with further investigation of the Case.
<b>Working with Ops</b>	TIBCO Support and the TIBCO Cloud Operations team are actively working together on the Case.
<b>Resolution Suggested / Pending Confirmation</b>	TIBCO Support has provided the Customer with a solution to the Case and is awaiting confirmation from the Customer that the issue is now resolved.
<b>Defect/Enhancement Submitted</b>	TIBCO Support has submitted a new defect or enhancement request to engineering, or has linked an existing defect or enhancement request to the Case.
<b>Working with Development / Ops</b>	A defect or enhancement request linked to the Case is awaiting review and action by TIBCO Support.
<b>Working with Development</b>	TIBCO Support has engaged the assistance of engineering to troubleshoot and investigate the issue.
<b>Awaiting Hardware Return</b>	TIBCO Support is waiting for the Customer to return the original failed hardware after a replacement unit has already been shipped.
<b>Closed</b>	The Case is closed and no further action by TIBCO Support or the Customer is required. A Case can automatically close if there is a lack of response from the Customer to a certain number of reminders.
<b>Re-opened</b>	The Case is re-opened due to the issue re-occurring or the Customer having additional questions related to the original problem. After

6 months of closure, a Case cannot be re-opened and a new Case will have to be created by the Customer.

## 3 Support Procedures

### 3.1 Before Contacting TIBCO Support

Prior to contacting TIBCO Support, we recommend the Customer search our *Knowledge Base* on <https://support.tibco.com> to find articles covering topics such as “frequently asked questions”, technical solutions, “how-to” instructions and other helpful material relating to TIBCO products. The *Knowledge Base* is also where you will find articles that contain important information, which may arise after a TIBCO product has been released and therefore may not be available in the current documentation, release notes or README files shipped with the product. They are also used to announce the availability of hot fixes, the planned retirement of certain products, support policy statements and to publish other product-related notices. The Customer should also check the community forums (<https://community.tibco.com/>) and product documentation (<https://docs.tibco.com>) for possible solutions to their issues before reaching out to TIBCO Support for assistance.

### 3.2 Register Assigned Contacts

It is recommended that the Customer establish and maintain an internal support organization to provide front line support services to their users and that all authorized or dedicated contacts be trained on TIBCO products in classes provided by *TIBCO Educational Services*, as reasonably required by TIBCO to enable the Customer to support licensed TIBCO products.

- Step 1:** Identify the assigned or named contacts within your company.
- Step 2:** Register at least one management-level individual (for verification and escalation) as a designated company administrator using the *Register* link on the TIBCO Support Portal (<https://support.tibco.com/>). Administrators are responsible for creating user logins and approving or denying *Users Pending Approval* that TIBCO Support will notify them about – this is all done within the portal by clicking on *Username -> My Company Users*.
- Step 3:** Have all assigned contacts review the *About Support* section on the TIBCO Support Portal.

### 3.3 Contacting TIBCO Support

There are two ways to request assistance:

- **TIBCO Support Portal (preferred method):** The Customer can click on the *Create New Case* button under *Cases* on the portal (<https://support.tibco.com>) to submit a problem report. The Case will be automatically entered into TIBCO's Case tracking system and assigned a unique Case number. This method of submission is the most efficient as it ensures the accuracy of the information and allows for complete tracking of the Case with related comments and attachments. TIBCO requires that all *Severity 1* cases be followed up with a phone call to our *Technical Assistance Center (TAC)* to ensure immediate attention is given to your issue. Severity Level Definitions are outlined in our *Service Levels Guide* (<https://terms.tibco.com/posts/848144-service-levels-guide>). Details on how to create a Case can be found on the portal under *About Support -> Creating a Case*.
- **Phone:** Each TIBCO Customer is assigned a regional *Technical Assistance Center (TAC)* that they can contact to request support via the phone. The support line phone numbers for TAC in the APAC, EMEA and Americas regions are listed on the TIBCO Support Portal under *About Support -> Contact Us*, once logged in. A Case will be created in TIBCO's Case tracking system by a *TAC Specialist* and a unique Case number is provided.

### 3.4 Creating a Case

#### 3.4.1 Define the Problem

When creating the Case, the Customer should articulate the problem and symptoms in a detailed but concise fashion, including any relevant steps that can be used to reproduce the issue as well as any steps already taken to try to resolve it. The Customer should then set the priority and provide business impact details when prompted – TIBCO Support will then set the severity according to the Severity Level Definitions outlined in our *Service Levels Guide* (<https://terms.tibco.com/posts/848144-service-levels-guide>).

### **3.4.2 Background Information**

In order to help resolve the issue as quickly as possible, the Customer should provide information such as the following:

- TIBCO product(s) and version(s) involved
- Environment affected
- Operating system version, type of hardware, database version, JDK etc.
- Steps that triggered the problem
- Steps to reproduce the problem
- Details of any changes that have been made recently that could have triggered the issue
- Any error messages received when the problem occurred.

### **3.4.3 Available Diagnostic Information**

The availability of diagnostic information, such as system log files, traces, and data dumps, will often help TIBCO Support to determine the cause of an error. The Customer should provide as much of this information as possible. Instructions on how to gather this type of information can be found in the relevant product documentation and in the Knowledge Base; or the Customer can ask TIBCO Support for guidance on how to collect it.

## **3.5 Processing and Resolving a Case**

Once a Case has been created, it may be reviewed by a *TAC Specialist* to assess and assign the appropriate severity according to the Severity Level Definitions outlined in our *Service Levels Guide* (<https://terms.tibco.com/posts/848144-service-levels-guide>). All Severity 3 and 4 issues will be assigned to the appropriate product queue and our technical support engineers will start working on them on a *first-in, first-out (FIFO)* basis. TAC will notify support managers of any Cases that are assigned to Severity 1 or 2, so that they are handled with priority.

The unique Case number assigned to the Case should be used as a reference by the Customer when phoning about the Case, or in any other reference outside of the normal Case comments.

The assigned support engineer will research the issue and respond with advice or additional questions and continue to communicate with the Customer until the issue is resolved. Often the support engineer will work with engineering during the investigation. Depending on the nature of the issue, a Case may be resolved by a support engineer or logged by a support engineer as a defect or enhancement request with engineering.

## **3.6 Support Levels**

A Case may move through a series of different support levels before reaching its conclusion. The different support levels and responsibilities are as follows: -

### **3.6.1 Technical Assistance Center (TAC)**

- Review Cases reported via the TIBCO Support Portal, email or phone from a Customer authorized contact
- Validate Customer Maintenance status, product entitlement and check for any special handling required.
- Identify type of request, problem definition, products, product versions and platforms.
- Determine the severity of the problem and execute any escalation procedures necessary.
- Direct problems for resolution to product queues

### **3.6.2 Product Support**

- Confirm problem and configuration used by the Customer
- Evaluate against known problems or issues
- Conduct remote troubleshooting if needed
- Reproduce the issue in a currently supported environment and provide workarounds
- Consult with engineering where required to develop patches and fixes
- Keep the Case updated at all times
- Keep the Customer updated on the progress

### **3.6.3 Product Engineering**

- Provide code-level resolutions to critical problems
- May develop patches or fixes on the current product release
- Test and verify functionality and performance
- Ensure patches and fixes are incorporated into a future product release

### **3.6.4 Service Hosting Engineering (applicable to TIBCO Cloud Services)**

- Provide infrastructure level resolution to critical problems
- May develop workaround or fixes to mitigate service issues
- Test and verify functionality and performance of the service
- Ensure product releases are rolled into production stack

## **3.7 After-Hours Support**

During holidays and weekends, TIBCO Support is available to assist Customers entitled to 24 x7 support with business critical issues such as Severity 1 and Severity 2 Cases – please refer to your Maintenance agreement for specific terms.



Customers should log on to <https://support.tibco.com> to create a Case, if one doesn't already exist, include telephone contact details in the Case and then phone TIBCO Support using the numbers listed on the portal under *About Support -> Contact Us* to alert us to the issue.

The on-call support engineer who responds to the phone call will assist the Customer in trying to resolve the issue as soon as possible, and will, at the least, help to minimize the impact of the situation until normal business hours resume.

If the Customer reaches voicemail, the Customer should leave a message stating name, company name, telephone number, Case number, brief description of the problem and the urgency. The voicemail will trigger an immediate page to the on-call support engineer, who will contact the Customer directly on the telephone number provided.

TIBCO Support holidays are listed under *About Support -> Support Holidays*.

### **3.8 Contacting TIBCO Support Management**

A Customer may wish to bring a Case to the attention of a TIBCO Support manager, if any of the following statements apply:

- The Customer is dissatisfied with the resolution progress or with TIBCO Support
- The Customer has not received a response within the designated time given by a member of staff, or according to our contractual response times

North and South America	+1.650.846.5789
EMEA (Europe, Middle East, and Africa)	+44(0).870.909.3889 or +44(0).203.817.8548
Asia and Australia	+61.2.4379.9322 or 1.800.184.237 (within Australia only)

The above telephone numbers provide access to a TIBCO Support manager. If the Customer reaches voicemail, the Customer should leave a message stating name, company name, telephone number, Case number and brief description of the concern. The voicemail will trigger an immediate page to a TIBCO Support manager, who will contact the Customer directly on the telephone number provided. Any Customer requested escalation will receive direct management attention and consideration. TIBCO Support is committed to ensuring that all Customers receive the quality of support necessary to be successful.

## **4 Customer Satisfaction**

TIBCO Support is constantly striving to improve the service provided to our Customers. On a regular basis, Customers are invited via email to complete an online *Customer Satisfaction Survey* about Cases that have recently closed. The valuable input received allows TIBCO Support to spotlight areas needing more attention and improvement.



On a quarterly basis, the results are analyzed using TIBCO Spotfire® and shared with the global TIBCO Support organization, discussed with management and appropriate action is taken based on specific feedback received. A summary of the results is also posted on the TIBCO Support Portal for Customers to view (*About Support -> Customer Satisfaction*).

## 5 TIBCO Community

TIBCO Community (<https://community.tibco.com/>) helps to enable our customers and partners get the most out of their investment in TIBCO. Customers can sign-in to the site using the same username and password as the TIBCO Support Portal. The site has content related to products that showcase key capabilities as well as pointers to plug-ins and extensions. The site also gives community users the ability to ask, answer and comment on questions; share tips, tutorials and other how-to information.

## 6 Product Download Site

TIBCO products are available for download from our electronic software delivery service found at <https://edelivery.tibco.com/storefront/index.ep>. Customers can sign-in to the site using the same username and password as the TIBCO Support Portal. Customers with a current Maintenance contract will automatically be entitled to download products they have purchased, new releases, product updates and service pack releases during their active Maintenance period. Any software downloaded from this site may only be used in accordance with the terms and conditions of your license agreement with TIBCO Software Inc.

## 7 Product Documentation

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