

# Maintenance Policy

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## **NetIQ Support Guide and Technical Support Information**

August 10, 2011

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## Chapter 1: NetIQ Technical Support Access

Our goal is to provide optimal value from your NetIQ products throughout the product's lifecycle. From initial installation to on-going support, the NetIQ Worldwide Support Team empowers you to maximize your investment with the support services we provide. In addition to conventional support methods, we offer web-based support tools such as knowledge bases, white papers, product documentation, user forums and an online service request management portal to provide you with the flexibility of accessing support in the way that best suits your needs.

Your input is extremely important to us! We continually improve and add value to our service by maintaining a strong focus on the feedback we receive from our customers through surveys, advisory boards and user forums. Your feedback allows us to continually enhance our support services including online service request management and technical knowledge search capabilities.

**Note:** The following document applies to all supported geographic regions with the exception of Japan.

### (1) Web-Based Self-Service

**To access web-based self-service, please visit <http://www.netiq.com/support>.**

Web-based self-service resources include the NetIQ Knowledge Base, Service Request Manager, NetIQ Qcommunity (hosting forums and Product Notifications) and additional online documentation. (The NetIQ Knowledge Base and some online documentation are “unlocked” resources and do not require a purchase.) Listed below are the most commonly used resources.

All customers have access to the following web-based tools and unlocked areas.

#### Knowledge Base

Access a wealth of technical information including answers to known issues and information on best practices through articles with proven solutions to address your needs.

**To access the NetIQ Knowledge Base:**

1. Go to <http://search.netiq.com/resultsforkb.aspx>.
2. Type in the question in the **Search For** field.
3. Select a product from the **Products** drop-down menu.
4. Click **Search**.

Per our customers' feedback, NetIQ invests in this area and we continually improve our capabilities and add and refine content. In calendar year 2009, we have improved search capabilities and continue to add and refine content.

#### Evaluation Support

NetIQ provides evaluation support for 30 days from the date of the trial download installation or longer as may be agreed by NetIQ. Use of “unlocked” web-based resources is encouraged during the evaluation period. In the event that additional support is required, please see 'Contact Information' below.

## Contact Information

Includes contact information for Support, Maintenance Renewals, and a complete listing of our phone menus that can help you to reduce the amount of time it takes to contact the product support team that can help you.

### To access support contact information:

1. Go to <http://www.netiq.com/support>.
2. Click Contact Information.
3. Select your product, and then choose one of the options under **Evaluation Support**, **Customer Online Support**, or **Customer Phone Support**.

Customers with a valid support maintenance contract can access the additional web-based tools below in “**locked**” areas of the support site. These areas also contain tools designed to enhance your support experience.

**Note about locked resources:** NetIQ Customers / Partners with a current maintenance contract must first create a “MyNetIQ” account and then request access to **locked** areas. Information on creating a MyNetIQ account can be found at <http://www.netiq.com/support/accessinfo.asp>.

## Service Request Manager (SRM)

Allows you to open a service request online, update and view existing service request statuses online and receive notifications when your service request has been updated by Technical Support. When opening a new request, SRM will request basic information on the nature of the problem (product, version, severity, description and category).

### To access SRM:

1. Go to <http://www.netiq.com/support>.
2. Click Go under Submit Tech Support Requests and login with your ‘MyNetIQ’ account.
3. Select My Service Requests and Create a New Service Request.

If you need assistance using SRM or have questions about specific User Preferences, please contact Support.

## NetIQ Qmunity

NetIQ’s use of the latest technology has a new location for Product Notifications and speaking with your peers – the NetIQ Qmunity. The Qmunity is a central location to be notified of new releases, find customer-posted content, blog about your innovations and share your thoughts and ideas. Signing up is free and your peers are posting right now! Find us at <http://community.netiq.com/default.aspx>.

You will need to join Qmunity and subscribe to the various updates, customer comments and post blogs. This only takes a simple step by joining here:

[http://community.netiq.com/user/CreateUser.aspx?ReturnUrl=.](http://community.netiq.com/user/CreateUser.aspx?ReturnUrl=)

Once signed in, be sure to browse and join the various groups for blogging updated, product notifications and other nifty tricks to helping your environment.

## Other Online Services

Additional resources are available by selecting a product under View Options for a Specific Product. Note that these options may vary by product and are not limited to the options detailed below. Some of these resources are freely available; others require access to locked resources (eSupport):

### White Papers

Best Practices, Specific technology and environments, integration and a host of topics relevant to your NetIQ product deployments.

### Documentation

Product specific documentation including release notes, Installation Guides, User Guides, and Administration Guides among others.

### Knowledge Depot

The Knowledge Script<sup>®</sup> Depot (does not apply to all products) features Knowledge Scripts, Reports, and Operator Console plug-ins that address specific needs. Most were developed and contributed by NetIQ customers. Refer to the NetIQ Qmunity for more details.

### Diagnostic Tools

Product specific diagnostic tools (does not apply to all products) that gather log files, environment specific information, registry settings, etc.

### Hotfixes

The latest information and downloads for product specific Hotfixes.

### Upgrades

The latest information and downloads for product specific Service Packs, Upgrades and Releases.

## (2) Phone NetIQ Technical Support

To ensure that we can address your issue quickly and efficiently, please have the following available:

- NetIQ product registration numbers.
- Support Service Request number if you are calling about an existing case.
- Have access and permissions to the computer where the affected product is running and have a copy of the product documentation at hand.

NetIQ provides one number to call for support regardless of product. These numbers are differentiated along the following geographic lines.

**Note:** Essential Care Plan excludes certain company recognized holidays. Contact your Account Team for further information.

### North America

#### Premium and Platinum Care Customers (24x7)

The number to call is provided to you in your Premium and Platinum Care support packages. Both toll and toll-free numbers are available.

### **Essential Care Customers (1-713-418-5555)**

You can call this number Monday through Friday from 7:00am to 7:00pm CST, excluding holidays (“Normal Hours”).

### **Europe, Middle East, and Africa (EMEA)**

#### **Premium and Platinum Care Customers – (24x7)**

The number to call is provided to you in your Premium and Platinum Care support packages. Both toll and toll-free numbers are available.

#### **Essential Care Customers (+353 (0) 91 782 677)**

You can call this number Monday through Friday from 8:00am to 6:00pm GMT, excluding holidays (“Normal Hours”).

### **Asia-Pacific (APAC)**

#### **Premium Care Customers – (24x7)**

The number to call is provided to you in your Premium Care support packages. Both toll and toll-free numbers are available.

#### **Essential Care Customers (+1-713-418-5540)**

You can call this number Monday through Friday from 9:00pm to 8:00am GMT, excluding holidays (“Normal Hours”).

### **Phone Menus**

Our phone menus are designed to provide efficient call routing. When your call is received, you will be prompted to make the menu selections to route your call to the appropriate Technical Support Engineer.

To help you navigate through our phone menu, we have created a visual representation of the menu. You will find the link to this diagram online under the “Contact Support” section of the support web page. This link provides direct access to the menu diagram. Download the phone menu from our Web site.

### **NetIQ Technical Support Phone Menu for North America (NA) and Asia-Pacific (APAC):**

- For Systems Management products, such as NetIQ AppManager, NetIQ Analysis Center, NetIQ Aegis, NetIQ AppManager Performance Profiler, NetIQ AppManager Control Center, and VoIP or NetIQ Vivinet products – **please press 1.**
- For Security Management Products, such as NetIQ Security Manager, NetIQ Secure Configuration Manager and NetIQ Security Solutions for iSeries – **please press 2.**
  - Then for NetIQ Security Solutions for iSeries – **please Press 1.**
  - Then for NetIQ Security Manager or NetIQ Secure Configuration Manager – **please press 2.**
- For Enterprise Administration products, such as NetIQ Directory Resource Administrator, NetIQ VigilEnt Policy Center, Group Policy or migration products – **please press 3.**
- For all UNIX-related platforms – **please press 4.**
- For access to locked resources, licensing, maintenance renewal or electronic software delivery – **please press 5.**

Quick Reference Menu	NA and APAC
1	<ul style="list-style-type: none"> <li>• For NetIQ AppManager and Control Center – <i>press 1</i></li> <li>• For NetIQ Analysis Center – <i>press 1</i></li> <li>• For NetIQ Aegis – <i>press 1</i></li> <li>• For VoIP or NetIQ Vivinet products – <i>press 1</i></li> <li>• For NetIQ AppManager Performance Profiler – <i>press 1</i></li> </ul>
2	<ul style="list-style-type: none"> <li>• For NetIQ Security Solutions for iSeries – <i>press 2 and then 1</i></li> <li>• For NetIQ Secure Configuration Manager – <i>press 2 and then 2</i></li> <li>• For NetIQ Security Manager – <i>press 2 and then 2</i></li> </ul>
3	<ul style="list-style-type: none"> <li>• For NetIQ Directory Resource Manager – <i>press 3</i></li> <li>• For NetIQ VigilEnt Policy Center – <i>press 3</i></li> <li>• For Group Policy or Migration products – <i>press 3</i></li> </ul>
4	<ul style="list-style-type: none"> <li>• For all UNIX-related platforms or Modules – <i>press 4</i></li> </ul>
5	<ul style="list-style-type: none"> <li>• For access to “Locked Resources” – <i>press 5</i></li> <li>• For all Licensing questions – <i>press 5</i></li> <li>• For all Maintenance Renewal questions – <i>press 5</i></li> <li>• For all Electronic Software Delivery questions – <i>press 5</i></li> </ul>
<b>NA: +1.713.418.5555</b> <b>APAC: +1.713.418.5540</b>	<b>More contact options are available here:</b> <a href="http://www.netiq.com/support/contactinfo.asp">http://www.netiq.com/support/contactinfo.asp</a>

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#### NetIQ Technical Support Phone Menu for Europe, Middle East and Africa (EMEA):

- For NetIQ Aegis-related issues – **please press 1.**
- For Performance and Availability products, such as NetIQ AppManager, NetIQ Analysis Center, NetIQ AppManager Performance Profiler, NetIQ AppManager Control Center, and VoIP or NetIQ Vivinet products – **please press 2.**
- For Security Management products, such as NetIQ Security Manager, NetIQ Secure Configuration Manager and NetIQ Security Solutions for iSeries – **please press 3.**
- For Change Control and Windows Administration products, such as NetIQ Directory Resource Administrator, NetIQ VigilEnt Policy Center, Group Policy or migration products – **please press 4.**
- For Consultant-on-Demand issues – **please press 5.**

Quick Reference Menu	EMEA
1	<ul style="list-style-type: none"> <li>For NetIQ Aegis – <i>press 1</i></li> </ul>
2	<ul style="list-style-type: none"> <li>For NetIQ AppManager and Control Center – <i>press 2</i></li> <li>For NetIQ Analysis Center – <i>press 2</i></li> <li>For VoIP or NetIQ Vivinet products – <i>press 2</i></li> <li>For NetIQ AppManager Performance Profiler – <i>press 2</i></li> </ul>
3	<ul style="list-style-type: none"> <li>For NetIQ Security Manager – <i>press 3</i></li> <li>For NetIQ Security Solutions for iSeries – <i>press 3</i></li> <li>For NetIQ Secure Configuration Manager – <i>press 3</i></li> <li>For NetIQ Security Manager – <i>press 3</i></li> <li>For NetIQ Change Guardian products – <i>press 3</i></li> </ul>
4	<ul style="list-style-type: none"> <li>For NetIQ Directory and Resource Administrator – <i>press 4</i></li> <li>For migration products – <i>press 4</i></li> <li>For Group Policy products – <i>press 4</i></li> </ul>
5	<ul style="list-style-type: none"> <li>For Consultant-on-Demand services – <i>press 5</i></li> </ul>
EMEA: +353 (0) 91 782 677	<p>More contact options are available here:  <a href="http://www.netiq.com/support/contactinfo.asp">http://www.netiq.com/support/contactinfo.asp</a></p>

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### (3) E-mail NetIQ Technical Support

**Important Note:** NetIQ fully encourages customers to use our online service request logging tool “Service Request Manager”. Customers can open a service request online, update and view service request status online, and receive notifications when we have updated your service request.

NetIQ accepts e-mail requests at the following email [Support@NetIQ.com](mailto:Support@NetIQ.com). When using this direct method of support contact, please include the following information for prompt replies:

- Product name and version number (in the email subject line).
- Service request number if this is a continuation of an existing request (in the email subject line).
- Company name, contact's name, and phone number.
- Brief description of the problem.

## (4) Issue Escalation

NetIQ technical escalations are managed through the technical support engineer working on the case. The technical support engineer can engage the appropriate support resources such as senior support, development, product management, quality engineering and Technical Support management while continuing to effectively interface with the customer. This time proven approach has yielded the best results from a customer perspective by providing consistent and accurate accounts of the situation to management and customers and ultimately minimizing the overall resolution time cycle.

### Escalation Requests

Customers may escalate at any time for either technical or customer service reasons. Upon your request, the support engineer working the case, the Technical Team Lead, and the appropriate management staff will be notified. During normal business hours, you should receive a reply in one (1) hour or less.

NetIQ accepts escalation requests at the following e-mail address:

[TSEscalationSSMProducts@NetIQ.com](mailto:TSEscalationSSMProducts@NetIQ.com)

**Note:** If you do not receive a timely response from the escalation method described above, please call the NetIQ Technical Support line and request to be transferred to a manager.

## (5) Customer Satisfaction and Feedback

At NetIQ, we value your input and continually make improvements based on your feedback. We consistently measure customer satisfaction using the following methods:

- **Support Feedback**  
Our online support service offerings provide a means for overall customer feedback. To submit your comments regarding support in general or an incident in particular, please see Chapter 1, Part 2 of this document for contact information.
- **Support Management**  
Please do not hesitate to e-mail or phone the management team at any time with your comments. (Please see Chapter 1, Part 2 of this document for phone numbers.)

## Chapter 2: Response Times and Product Updates

### (1) Service Request Severity / Response Times

The table below outlines the available severity levels of service requests, the recommended method of contact for each severity level and associated targeted response time. Please note that these are targeted response times and not indicative of resolution times. Targeted response times only apply to service requests submitted during Support hours. Responses to existing issues may require a call back when the Support Engineer is otherwise engaged.

Severity Level	Description	Contact Method	Response Times
1 – System Down	System is inoperable, not functioning; data is lost.	Phone	<b>Premium &amp; Platinum Care:</b>
			Normal Hours: Immediate to 1 hour
			After Hours: 1 hour*
			<b>Essential Care:</b>
			Normal Hours: Immediate to 1 hour
2 – Critical	Business outage or significant impact threatening future productivity. Very difficult to work around; system is somewhat usable.	Phone	<b>Premium &amp; Platinum Care:</b>
			Normal Hours: Immediate to 1 hour
			After Hours: 1 hour*
			<b>Essential Care:</b>
			Normal Hours: Immediate to 1 hour
3 – Average	Problem impact is high; production is proceeding but in an impaired fashion. Workarounds are available.	Service Request Manager or Phone	<b>Premium &amp; Platinum Care:</b>
			Normal Hours: 1 hour
			<b>Essential Care:</b>
			Normal Hours: 2 hours
4 – Minor	Issue does not have significant current productivity impact. Examples: product enhancements, usage questions, and cosmetic problems.	Service Request Manager or Phone	<b>Premium &amp; Platinum Care:</b>
			Normal Hours: 1 hour
			<b>Essential Care:</b>
			Normal Hours: 4 hours

\* **Important Note:** After hours Premium and Platinum Care support request calls are processed by a 24 hour paging service. This can delay the normal response of 'immediate' but you will receive the targeted response time for a call back will be within **an hour**.

## (2) Product Updates

General product updates are developed, tested and released by NetIQ to address known issues, platform currency and additions to product functionality. These updates are commonly referred to as hotfixes, service packs and upgrades and are available from each product's support page.

### To access product updates:

1. Go to <http://www.netiq.com/support>.
2. Select a product name from the drop down list under View Options for a Specific Product.
3. Select Hotfixes, Service Packs, or Product Upgrade Download under Downloads. Product Upgrade Download will require you to login with your 'MyNetIQ' account.

When the resolution of a support issue requires a hotfix or patch, these can also be made available through the following mechanisms:

- E-mail from Support Engineer
- FTP Site (client assigned password-protected)

## Chapter 3: Scope of Support and Product Life Cycle

### (1) Scope of Support

NetIQ Technical Support is intended to assist, troubleshoot and resolve specific issues resulting from use of NetIQ products on a supported platform which meets the technical pre-requisites set by NetIQ. Issues arising from a need for training, implementation services, and customization (scripting) are not generally included with Technical Support and may be referred to our Professional Services and Knowledge Services organizations to contract for the services appropriate to the need.

Technical Support for supported products is available via a variety of contact methods, which include a product knowledge base, online support request and telephone support during scheduled support hours for current software versions. The current support status information for each product can be found on each of the product landing pages under "Version Support." Technical Support reserves the right to request that a customer upgrade to the current version to resolve a known problem or technical issue. The provision of technical support does not imply that NetIQ will fix software defects or make changes to the software.

The following items are **NOT** generally supported:

- Operating systems and third-party applications.
- Alterations, customizations or revisions to the NetIQ software made by the customer or NetIQ Professional Services teams (unless otherwise agreed) or any third party.
- Escalations from personnel other than the named Technical Account Contacts.
- Continued support for issues, which NetIQ has provided corrections not implemented by the customer or data requested from the customer but not provided.
- Enhancement requests.
- Alpha or Beta versions of NetIQ software.
- Free or no-cost NetIQ software products and tools.

All NetIQ products require at least one (1) year of initial maintenance to be purchased, irrespective of whether such NetIQ products are part of an enterprise, points-based, “true-up” or similar licensing model or if you have already purchased maintenance for separate licenses of the same product. In addition, NetIQ does not allow partial maintenance or partial maintenance renewals. For example, if you have acquired 100 licenses of NetIQ® AppManager® product, then you are not able to renew only a portion of those NetIQ® AppManager® licenses. All 100 licenses must be renewed for Maintenance coverage of your NetIQ® AppManager® licenses.

## (2) Product Life Cycle

All products go through the following phases during its lifecycle; the length of each phase may vary according to the specific product. These phases include:

- **Beta** – new product, pre-release (optional)
- **General Availability (GA)** – new product version releases
- **Continued Support** – for previous product
- **Sunset** – period for the previous product version

## (3) Supported Products

The level of technical support available during a product’s lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each product can be found at <https://www.netiq.com/support/default.asp?ForcingHTTPS=1>. (Information at this link regarding support status is described as “Current”, “Supported”, “Withdrawn” and “End of Life” with equivalent terms noted below.)

### **Beta**

During a product beta program, NetIQ may provide support during normal working hours for the product – see your sales representative for additional details. Beta code is only available to customers with a current support plan agreement and is provided on an “as-is” basis.

### **General Availability: “Current”**

For all products in this phase of the lifecycle, NetIQ will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings may consist of maintenance releases, service packs and/or hotfixes. Hotfixes and service packs are not available for all products. Support services include, but are not limited to Knowledge Base, online support, and phone support during business hours; 24x7 phone support is available to customers who have purchased a Premium or Platinum support plan.

### **Continued Support: “Supported”**

Once a new version becomes available, NetIQ will no longer actively develop new fixes or service packs for the previous release (note; hotfixes and service packs are not available for all product lines). Technical Support reserves the right to request that the customer upgrade to the current version, which is only available with a current support plan agreement.

For an additional 12 months, NetIQ may offer limited support on that version answering usage questions only. Providing technical support during this period does not imply that NetIQ will fix software defects or make changes to the software.

#### **Sunset Period: “Withdrawn”**

Following the end of the published version support availability time period, NetIQ will no longer provide support for the previous version (see "Support Withdrawal Date" in the above referenced Knowledgebase Article). Knowledge Base articles will remain available for a period beyond this withdrawal date. NetIQ will not accept support requests for products for which support has been withdrawn or for products available at no charge.

#### **End of Life Products: “End of Life”**

Effectively, NetIQ no longer sells these products. NetIQ will continue to offer technical support for the Products until the earlier of (1) the expiration date of your maintenance contract, or (2) the date selected as "End of Life" for the product. During such period, NetIQ will continue to provide the same level of technical support you currently enjoy with the following exceptions:

1. If a product defect is found and verified, NetIQ Technical Support will document and evaluate the defect.
2. Where a workaround for the issue exists, NetIQ will not provide programmatic fixes for the Products. Workarounds that may cause performance issues, scalability issues, or are labor intensive for the customer are considered valid workarounds.
3. In the event that the issue requires functional enhancements to the product, please be advised that NetIQ will not provide further enhancements for the Products. This means that NetIQ will not develop additional features and/or functionalities for the Products.

Providing technical support during this period does not imply that NetIQ will fix software defects or make changes to the software. Please contact your local NetIQ sales representative if you have questions regarding products in this phase: [http://www.netiq.com/about\\_netiq/contactus.asp](http://www.netiq.com/about_netiq/contactus.asp).

## Chapter 4: Maintenance Renewal

NetIQ's Maintenance Renewal Sales Team is dedicated to providing responsive, high-quality assistance with your maintenance agreement renewals and related inquiries. This ensures continued access to technical support and product updates.

### (1) General Questions and Answers

- **How do I reach NetIQ for assistance regarding my Maintenance Agreement renewal or related issues?**

E-mail the NetIQ Maintenance Renewal Sales Team at [MaintenanceRenewalWW@NetIQ.com](mailto:MaintenanceRenewalWW@NetIQ.com). Please include your contact information as well as the specific products in question.

- **How will I know if my organization's Maintenance Agreement is near expiration?**

The Maintenance Renewal Sales Team will provide notification to your organization approximately 60 to 90 days prior to the expiration of the then current maintenance term ("Expiration Date"). This notification will include your annual renewal charges for the forthcoming year.

- **If I have purchased multiple NetIQ products with varying maintenance start and end dates, is it possible to align the Expiration Dates?**

Yes, NetIQ offers you the option of co-terminating the Expiration Dates for all licenses owned by your organization. Simply contact your respective Maintenance Renewal Sales Representative directly, or e-mail your request to [MaintenanceRenewalSales@NetIQ.com](mailto:MaintenanceRenewalSales@NetIQ.com).

- **After I receive my renewal invoice for Maintenance Renewal, what's next?**

From the invoice sent by the Maintenance Renewal Sales Representative, your organization may either pay directly with a check or submit a valid Purchase Order. The payment or purchase order is due prior to the Expiration Date; if the invoice contains multiple licenses with varying Expiration Dates, the payment or purchase order is due prior to the Expiration Date of the most current Expired License(s).

- **Can I purchase new licenses if we currently own identical licenses with expired maintenance?**

Maintenance must be brought current on the Expired Licenses prior to purchasing additional licenses for the same NetIQ software. Re-instatement fees may apply (see (4) below).

- **What is Platinum Care Support?<sup>1</sup>**

NetIQ Platinum Care Support Program takes our existing Premium support services detailed herein, and extends them to help you truly maximize product value beyond implementation, including:

- **Consultant-on-Demand services** – for access to NetIQ product experts when you need them for real-time assistance with specific tasks and overall product utilization. Additional terms apply; please contact your account representative for details.

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<sup>1</sup> Platinum Care Support is not available in all regions please contact your sales representative for more information.

- **Remote upgrade planning assistance** – to identify issues preemptively and to minimize problems during the upgrade or migration process.<sup>2</sup>
  - **Remote health checks, performed quarterly** – to provide timely, collaborative recommendations for meeting of business goals, by helping to ensure utilization of the latest product features and alignment with your current business needs and technical structure.<sup>3</sup>
  - **An annual capabilities assessment** – to further maximize efficiency and product utilization through targeted workshops and to assist in developing comprehensive roadmaps for future growth based on shortened long-term business goals.<sup>4</sup>
  - **Two (2) Complimentary vouchers for public training classes** – to access specific product training – when you need it – to update skill levels and accelerate product utilization and value.<sup>5</sup>
- **Can I pay my Maintenance Renewal in 3 or 6 month increments instead of 1 year increments?**

Maintenance can only be renewed in 12 month (minimum) or greater increments once the initial first year maintenance has expired. In addition, NetIQ does not allow partial maintenance or partial maintenance renewals. For example, if you have acquired 100 licenses of NetIQ<sup>®</sup> AppManager<sup>®</sup> product, then you are not able to renew only a portion of those NetIQ AppManager licenses. All 100 licenses must be renewed for Maintenance coverage of your NetIQ AppManager licenses.

## (2) Termination and Cancellation of Maintenance

After the initial Maintenance Period, you may cancel maintenance at any time. However, in doing so your organization will be subject to the then current NetIQ re-instatement policy regarding the licenses in which maintenance was cancelled. If maintenance is cancelled prior to the Expiration Date, NetIQ will honor the remaining (fully paid) maintenance term through the Expiration Date. At that time, the maintenance on the licenses will be canceled and subject to the then current NetIQ re-instatement policy. In-term cancellations will not result in a refund of the unexpired Maintenance.

## (3) Non-Payment

If no payment or purchase order is received by the Expiration Date, maintenance on the licenses is terminated, and your organization will be subject to the then current NetIQ re-instatement policy.

If no payment or purchase order is received by the Expiration Date, access to authenticated online support areas will automatically expire and cannot be reinstated until a renewal order has been completed.

## (4) Re-instatement Policy

Your organization may re-instate NetIQ Maintenance with the following considerations:

- All backdated maintenance must be paid for in full. The term of backdated maintenance is from the Expiration Date to the current date.

<sup>2</sup> Includes up to a maximum of sixteen (16) hours for one NetIQ product during the twelve month term of your Platinum Maintenance contract. Excludes Exchange Migrator and Domain Migrator.

<sup>3</sup> Includes up to a maximum of eight (8) hours of analysis. Must be used during the twelve month term of your Platinum Maintenance contract.

<sup>4</sup> Includes up to a maximum of three (3) days on-site at your facilities. Costs and expenses borne by NetIQ. Not available in Asia. Pacific region. Must be used during the twelve month term of your Platinum Maintenance contract.

<sup>5</sup> Must be used during the twelve month term of your Platinum Maintenance contract. Good for NetIQ training classes only. Classes held at NetIQ facilities. You are responsible for all travel and expense costs.

- A re-instatement fee will be imposed equal to 50% of the backdated maintenance charge (Re-instatement fee).
- Your organization must also purchase and pay for an additional 12 months of maintenance on all licenses being re-instated.

## Chapter 5: Essential, Premium and Platinum Care Plan Comparisons

Support Plan Features Online Support	Essential	Premium	Platinum
<b>eSupport</b>			
Online Support Documentation	✓	✓	✓
Online Support Request Submission	✓	✓	✓
Qmunity forums, notifications and alerts	✓	✓	✓
Online Release Notes	✓	✓	✓
Online KnowledgeBase	✓	✓	✓
<b>Support Services</b>			
Authorized NetIQ product experts	4	10	12
Support Engineer access via telephone Monday - Friday (excluding holidays)	✓	✓	✓
Targeted initial response time	4 business hours	1 business hour	1 business hour
24x7x365 toll-free number		✓	✓
Remote Diagnostics (WebEx/GoToMeeting)	✓	✓	✓
Priority queuing (telephone, tickets and e-mail)		✓	✓
Remote Health Checks (performed quarterly)			✓
Annual Capabilities Assessment			✓
Vouchers for NetIQ product training			✓
Remote Upgrade Planning Assistance			✓
Consultant-on-Demand services			✓
<b>Product Maintenance</b>			
Hotfixes and inline releases	✓	✓	✓
Service packs	✓	✓	✓
New versions	✓	✓	✓
Access to beta program		✓	✓

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