IMM Support Guidelines

Customer Support

Table of Contents

Technical Support

This document discusses:

- How to contact us in the event that you need support
- What to expect from us
- What is expected from you
- What is (and is not) covered by standard support

Contacting Support

Web Form

The preferred method for requesting assistance is to complete and submit an on-line form.

> **Web Form** https://www.immonline.com/support-request/

> Triaged requests are placed in the appropriate team's queue; to be handled by the next available resource during support hours. (*Refer to Support Hours*).

Emergency Assistance

Only urgent, emergency, production level issues should be phoned in to us.

> **Telephone** 800-836-4750

> NOTE: Requests for emergency support may incur a cost. (*Refer to the section on Emergency Work*)

Potential Delays

Support-related calls and e-mails should not be direct to a specific support representative unless you are actively working on an open case. New requests sent directly to a support representative may delay your issue resolution.

Issue Triage

Issues involving Production / Live systems are prioritized ahead of systems which are not yet Live, or are Training, Test or Lab environments.

Support Hours

Support hours and expected resolution timeframes may change without notice.

Standard Support	• Weekdays	• 8:30 am to 5:30 pm ET
After Hours Support	• Weekdays • Weekends	• 5:31 pm to 10:30 pm ET • 8:30 am to 10:30 pm ET
Holidays*	• Pre-scheduled Only	• Contact IMM for a work order to schedule time
Sunset Products	• Weekdays	• 8:30 am to 5:30 pm ET (excluding holidays)

*Holidays (may change year to year)

Holiday support is available only as a pre-scheduled effort. Contact IMM for a work order to schedule support on these days.

- New Year's Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day

Response Times

Issue severity and expected response times are outlined in your Software License Agreement (SLA) and/or your License Agreement (LA) as well as below.

Level 1 Support
24-48 hour response

- 8:30 am to 10:30pm ET M-F

Level 2 Support
24-48 hour response

- 8:30 am to 10:30pm ET M-F

Level 3 Support
24 hour response

- IMM Support Team notifies IMM Support Management Team (SMT) in a Level 3 situation

Emergency Support

- On Demand

Document Support

- 8:30 am to 5:30 pm ET M-F

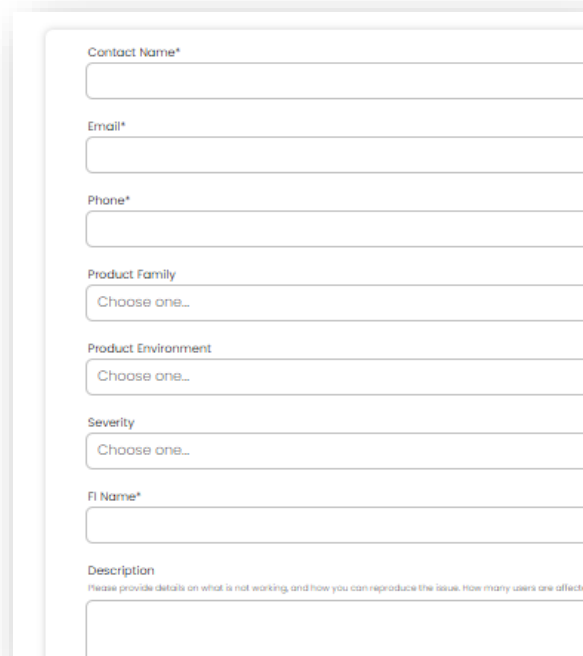|	
Level 1 Standard Support	Level 1 covers support for all installations of the IMM Product. Service Technicians use telephone, email and WebEx tools to perform initial troubleshooting. The goal of Level 1 support is to immediately resolve issues.
Level 2 Support	Level 2 support covers issues that cannot be resolved with basic technical considerations. Level 2 technicians may contact business partners or internal resources for additional diagnostics to determine if the issue is the result of an error, bug or functional issue. If a fix or workaround is available, IMM communicates the resolution as soon possible.
Level 3 Support	Level 3 support handles errors, malfunctions or bugs that cause a major issue and no work-around is available.
Emergency Support	Customers requiring expedited assistance outside of the standard schedule.
Document Support	Documents covered under annual maintenance will receive support with uploading and/or minor document questions. Mapping and/or design changes are not covered under annual maintenance and will be directed to the Administrative Team for proposal preparation. Refer to our Document Pricing Guidelines for billing rates on documents covered (or not covered) by annual maintenance.
Sunset Products	Support for IMM products after their sunset is available only during standard support hours.

Support Request Procedures

Web Form

To request assistance, navigate to our website, select Support / Request Assistance and complete the form including:

- Your name, email address and phone number
- The applicable IMM Product
- Environment impacted [Production, Test, etc.]
- Severity of the issue
- The name of your FI
- A detailed description of the problem

Shortly after submitting the web form, you will receive an email with your case number.

Emergency Requests

Requests for emergency or business down situations should be called in. A representative will take the following information from you:

- Your name, email address and cell phone number
- Your Institution's name.
- A description of the problem.

It is crucial that you provide a cell phone number for all emergency calls to ensure that we can contact you.

NOTE: Requests for emergency support may incur a cost. (*Refer to the section on Emergency Work*)

Sunset Products

Sunset (or end-of-life) products are those that have reached the end of normal product support.

1. These products are <u>not</u> covered under annual maintenance and all support time is billable at the current published hourly rate (refer to Rate Chart).
2. Support is provided based on the hours and response times listed in the product matrices above.
3. IMM will attempt to support your Financial Institution, but code level fixes are not provided for sunset products and all issues may not be resolvable.

Continued use of sunset products assumes risk of both cost and downtime for your organization. We urge you to contact IMM to upgrade to a fully supported product version.

Who Should Contact Support?

The Institution's support staff should contact IMM Support for issue resolution. In order to expedite support, make sure the individual contacting support has full knowledge of the IMM product(s) as well as:

1. Full details about the problem being reported.
2. Knowledge of the institution's policies, procedures and practices.
3. An understanding of the infrastructure that we will need to interact with.
4. Access to the system (physical or remote) with administrator level logon credentials.
5. Ability to request additional help from the Institution's support staff.

If the person contacting support does not have access to the above resources, we may not be able to resolve your issue.

Our Contact Back to You

Support is provided by telephone, e-mail and WebEx, as is appropriate for each case. Your internal staff should be prepared to connect to a WebEx session so the support representative may directly interact with your system and provide troubleshooting assistance.

Your ability to join a WebEx session is via https://immonline.webex.com

The IMM Support representative will provide a WebEx support session number.

Data Collection & Security

Support case information is entered into IMM's Service Module and tracked until the issue is resolved. Information about resolved cases is maintained for reference purposes.

To troubleshoot your issue, we may collect additional information, including but not limited to:

1. Data files
2. Database dumps
3. Logs
4. Screen images

To troubleshoot document mapping and LiquidOffice related issues, we may collect additional information, including but not limited to:

1. XFM and PDF file
2. XFM data file along with the screenshot of where the data is entered
3. LiquidOffice Version
4. Adobe Reader version
5. IMM eSign/DM version

> ⚠️ When transferring this data to IMM, use our secure file delivery system: https://webdl.immonline.com/filedrop/support@immonline.com or if already working with a support person, they will provide their personal Webdl box link.

Backups (& System Images)

It is your responsibility to protect the server installation with backups, which will allow you to recover the system in the event of a catastrophic server failure. Both a periodic full system backup (which are restorable to a bare metal server) and daily data backups.

Backups are crucial in helping you avoid:

1. Data loss
2. Business Downtime
3. Reinstallation Expense

IMM allows your financial institution to make one (1) additional copy of the Software only for backup or archival purposes. If that license is used for business continuity purposes or for a permanent testing/training system, contact AdminOps for an additional license(s).

IMM does not provide disaster recovery software to backup or image a server. Contact your backup software or disaster recovery vendor for assistance in using their product to backup and/or recover your server.

IMM does provide support after you have performed a restoration to ensure that your system is fully functional.

3rd Party Software

IMM's software relies on numerous other software packages from 3rd party providers, ranging from Operating Systems to applications. Some of these directly impact how IMM's software runs and others provide supporting functions. This section gives general guidance on what is and is not supported for use with IMM's software.

This section is not the place to find details about versions/sub-versions of software that work with any given IMM product. Each IMM product has its own requirements documentation, which must be referred to for this information.

This section lays out IMM's policy on how to know what software will and will not be supported for use with our products, based on that software's lifecycle.

It is important to note that "*what software will and will not be supported for use with our products*" does not imply that IMM provides direct support for the 3rd Party applications. That support is provided by each company that produces the software (e.g. Microsoft provides support for Windows Server 2019, not IMM).

3rd Party Software Lifecycles

Each company that produces software publishes information about the software's lifecycle for the purpose of defining when it will be actively sold, supported and discontinued.

Some examples (at the time of this documents publishing) of other parties support lifecycles are listed below:
- Adobe   http://www.adobe.com/support/programs/policies/policy_enterprise_lifecycle.html
- Citrix   http://www.citrix.com/support/product-lifecycle
- Microsoft   https://support.microsoft.com/en-us/hub/4095338/microsoft-lifecycle-policy
- VMware   http://www.vmware.com/support/policies/lifecycle/

For any questions on the lifecycle of a 3rd Party Application, contact the company that publishes it.

Impacts on IMM Products

Each 3rd Party's software lifecycle will eventually reach End of Maintenance (called various things by different vendors). This is where the software developer no longer actively supports and develops fixes for the product. As a result, IMM cannot effectively support the use of our products with that version of the 3rd Party software.

Since the nature of IMM's products make them business critical, we (and you) must have the ability to obtain support and assistance from all 3rd Parties that interact with our software or you are at risk of experiencing operational impacts.

What does this mean to you?

IMM's goal is to provide quality, uninterrupted support to your organization. To ensure that we are able to achieve that goal, it is critical that you keep supporting products up to date and *within the supported versions for the given IMM product*, whether that is an OS, a Hypervisor, a document reader or any of the other various pieces of software that are used in conjunction with your IMM products.

IMM will not install or support IMM products to be used with 3rd Party applications that are outside the maintenance cycle of the 3rd Party software publisher.

Installation Support

Support for installations and product upgrade projects is available during standard support hours.

Implementation Projects

Software upgrade requests are placed in the queue in the order in which they are received. Projects begin as IMM resources become available.

Expedited Projects

FIs wishing to move up in the upgrade queue need to submit a request to expedite the project. Expedited projects are billed at the current published Professional Services - Hourly Rate.

Extended Timeframes

Each IMM product implementation project has a timeframe for completion. FIs who agree to undertake an implementation project, and do not finish within the designated timeframe, will be billed for the labor associated with the IMM tasks needed to complete the project. Labor for tasks after the deadline will be **billed at the current published** Professional Services - Hourly Rate.

Emergency Work

Emergency work is defined as installation work an FI has declared an emergency requiring immediate IMM attention. Emergency Work requires a signed work order and will be billed at the currently published Professional Services - Emergency Hourly Rate.

Scheduled Tasks

Many of the project activities are scheduled with you and an IMM resource. Examples include Installation sessions, Training, Project meetings, etc.

"No-Shows"

IMM requires 24-hour advanced notice for the cancellation of any scheduled appointment (project call, installation effort, training session, etc.). Failure to provide this notification or being more than 15 minutes late to a scheduled appointment, deems it a "no show".

No show appointments are billed for the length of the scheduled engagement at the current Professional Services - Hourly Rate with a 1 hour minimum.

Support Types and Annual Maintenance

Annual Maintenance (AM) is mandatory based on our SLA and/or LA for use of our software, to get support for that product, and to receive updated software versions (upgrade labor may or may not be included depending on the software).

There are tasks which are not included in AM and it is important to understand what not to expect Support to do (or at least not to do without an additional charge).

Tasks which are not covered under AM will be priced based upon the scope of the request and expertise level required. When a task is determined to not be covered by AM as a technical support task, you will be notified and directed to our AdminOps team for proposal preparation.

The following section describes normal support (covered under AM) and billable support. If the client wishes to have IMM perform tasks that fall under billable support, the following is required:

- A signed proposal
- The scheduling of an appropriate support representative

Normal Support

Normal support is handled on-demand, during our published support hours, for work that is covered under product AM. It is provided at no additional cost under the conditions laid out within.

Billable Support

On demand support that does not qualify for coverage under AM is billable at the current published hourly rate (refer to Rate Chart).

See the following section for examples of what would be billable support.

Dedicated Support

Dedicated support is billable and is arranged in advance for assistance with an IMM product.

1. Must be scheduled at least 2 weeks in advance but the farther ahead it is scheduled the more likely a resource with the correct skills will be available.
2. Will not be scheduled unless a signed proposal for the time has been returned to IMM.
3. Will be quoted as an estimate based upon the type of work to be done and the desired time that is being scheduled (e.g. afterhours is billed differently than during operating hours). All dedicated support engagements will be billed in 4-hour increments.

Emergency Work

Emergency work is billable and is defined as:

1. Any work scheduled outside of the normal process and established timeframes.
2. Any request where a customer has declared an emergency situation.

Authorization Requirement

When a customer declares they have an emergency, an IMM staff member will generate the request for IMM Emergency Work Authorization.

- The authorization must be returned to IMM before proceeding. No emergency work will be performed without this authorization.

Emergency work is billable at the current published hourly rate (refer to Rate Chart).

What is not included in AM

Support Related

1. Onsite Support
   a. Requiring a technician to be onsite to provide support.
2. System Operations
   a. Performing tasks normally performed by the FI as part of use and maintenance of the product.
   b. Labor related to repairs due to lack of customer maintenance.
3. System Administration & Maintenance
   a. Performing tasks normally performed by the FI as part of use and maintenance of the product.
   b. Labor related to repairs due to lack of customer maintenance.
4. Re-training
   a. Re-training for completed installations.
5. "Other" Software or Hardware
   a. Support for any software or hardware that IMM did not sell to you.
6. Users and Passwords
   a. Changes for users, permissions or passwords.
7. Emergency Work

Installation Related

1. Disaster Recovery (Physical or Virtual Servers)
   a. Installation
   b. Testing
2. Afterhours Installation
   a. Installations or Support of Installations outside of IMM's Standard Support Hours.
3. Emergency Installation Work
   a. Product installation on new system in response to FI emergency.
4. Implementation/Upgrade Projects
   a. Expedited request - FI requests to be moved up in project implementation queue.
   b. Labor for project-related tasks needed outside of the standard schedule.
5. Patching
   c. Installation of patches.
   d. Repair of systems due to customer applied patches.
6. Re-installation
   a. Installation on the same or new server for previously installed products.
7. Server Migrations.
   a. Physical to Virtual (P2V)
   b. Physical to Physical (P2P)
   c. Virtual to Virtual (V2V)
   d. Virtual to Physical (V2P)
   e. MySQL to SQL
8. Operating System Upgrades
9. eTeller Check21 Software Upgrades
10. Client Workstation Installation or Upgrades
11. "No Shows" for scheduled installation or project-related engagement.
12. "Other" Software or Hardware
    a. Support for any software or hardware that IMM did not sell to you.

Other

1. "End-of-Life" / Sunset Product Support
   a. Any and all labor for products which have reached their end of life date.

Here are some example scenarios of tasks that are not covered under AM (your paid IMM product support):

All IMM Products

"I'm locked out of my account and need my user id unlocked."

    Unlocking users is a normal part of your system administration. Administrators inside your own institution will be able to fulfill this request. The Financial Institution support group should be on call to assist your staff for lockout issues.

"Our administrator account is locked out and I need you to change the password. There is no one else who can do it."

    Unlocking users is a normal part of your system administration. Administrators inside your own institution will be able to fulfill this request. One of your support people should be on call to assist your staff for lockout issues.

    In the event that we do unlock an admin account because there are no working admin accounts, we will only unlock an administrator account if someone that is known to be an admin contacts us. If our staff is in doubt, they will not do it. Contact your Admin and they will contact us.

"Our support people are unavailable but I need help with <fill in the blank with something normally done internal to the Financial Institution>."

    IMM support is not a substitute for your internal operations or your administrative staff. It will be expected that the Financial Institution's own support staff will field these issues, or, alternately it can be done through paid support with IMM.

"My system is running really slowly."

    It is possible that this could fall into normal support if it is due to a defect in our software but based on past cases, we know that statistically it is most often due to normal maintenance not being performed. Defragmenting, purging and rebooting (among the most common) are all possible causes if they are not being done on a regular basis. Your internal support personnel need to carefully examine the system for reasons related to a lack of regular system maintenance before contacting IMM Support. If IMM Support finds unacceptable conditions on the system (like heavy fragmentation, full drives, etc.), before continuing, they will ask that those conditions be rectified and will need validation that the same issues persist.

"We ran out of disk space and the server stopped working."

    Part of normal maintenance on any server is tracking hard drive free space and allocating more space (or purging) as is necessary. Use one of the many 3rd party products that will monitor free space and alert you when a minimum level is reached. Alerts should be set for minimum space on all drive partitions on all servers running IMM products.

"Help! Our server crashed."

    While not impossible (strictly speaking), it is very unlikely that a previously functional server has crashed due to our software. We will definitely be there to assist and determine if something in our software needs fixing. However, experience tells us that the overwhelming cause for these are: 1) Hardware failure, 2) Failure to perform normal maintenance, 3) "Other" software that has been installed on the server, 4) Viruses.

    In the case that you cannot boot the server and your "systems" support provider is unable to repair it, you will need a backup from which to restore or a server reinstall will be necessary.

"We converted/want to convert/are in the process of converting our server to VMware and need help."

IMM's software supports a virtualized VMware environment but IMM does not provide support for "VMware" in and of itself. If you are in need of assistance with vitalizing servers or PCs, contact your VMware service/support provider.

"We applied patches to the server and it's not working correctly now."

Patching does not start and end with the installation of patches. A full patching plan includes Planning, Protection, Installation, Testing and if there are issues, Recovery. If a comprehensive patching plan is not in place, you risk service (internal and customer facing) as well as possible financial losses. See the IMM patching whitepaper for help in developing a robust patch plan.

eTeller Check21

"We need a check deleted."

Deleting checks is a normal part of operating the product and fully within the ability of someone at the Financial Institution to do.

In the case where a check (or batch) deletion fails to process normally, a system administrator (IT/Support) person should contact IMM Support and be prepared to provide all the relevant details so we can help resolve the issue.

"We are out of balance and need to send our cash letter."

Unfortunately, we receive these types of calls more than we should simply because an IT or Operations representative at the Financial Institution is tasked with transmitting the file but is not trained in balancing, and therefore does not know how to troubleshoot a mismatch in totals. This same representative typically contacts IMM and is placed in the after-hours queue to be resolved sometime later in the evening. If the representative was trained to handle such matters, or if there were trained resources on hand or on call at the Financial Institution, these issues would be quickly resolved without the need to initiate a support ticket at IMM.

If, however, a trained representative at the Financial Institution is unable to rectify the problem, IMM support should be contacted immediately for resolution. The IMM support representative will need the details of the issue for a speedy resolution.

eReceipts

"Our receipt archive folder has so many receipts in it that we can't open it any longer. We need you to move the files to another folder."

Part of the normal maintenance of your eReceipts server is for you to archive off receipts on a regular basis. eReceipts is not designed to be a long term archival solution for receipts.

"Our receipt error folder is full of .imm files from an older version of the server and they won't process now."

Monitoring for error folder is a normal part of eReceipts server administration.   The error folder should be monitored on a regular schedule (weekly, monthly…) and the files reprocessed. If the files will not reprocess, contact IMM Support.

Reinstallation of an old server version to reprocess old error files is considered billable dedicated support.

"We purchased some new sig pads from <Vendor Name Here> and have a problem getting them to work."

IMM does not provide support for hardware from other vendors unless the reason for the hardware issue is related to a setting within our products.

Product Support Matrix

Feature	Normal	EOL Product
No Cost Support [1]	Yes	No
Paid Support [1] [2]	No	Yes
Updates/Patches Released to fix Issues [1]	Yes	No
Upgrades to Current Products [1] [4]	Yes	Yes
Reinstallation of Current Product [3] [4]	Yes	No

[1] All features require Annual Maintenance to be current.
[2] Billable
[3] Reinstallation of a product is billable. It is important to read and understand the backup and recovery requirements in this document.
[4] All eTeller Check21 systems upgrade and installation labor is billable.

"Normal" Product

The software currently supported is defined as the current version of each product and one previous version.

"End-of-Life" (EOL) Product

An End-of-Life product is software or a software version, for which support has been discontinued. Notice is given to customers before software or versions are sunset so they may ensure that upgrades into supported versions are performed.

No-Cost Support

No-cost Support is provided for current software and versions at no charge. This feature is included with your Annual maintenance.

Paid Support

Paid Support is provided for non-current software and versions.

Updates & Patches

Updates and Patches are developed to overcome bugs and other issues. Fixes are only developed for current software and versions. To repair issues in End-of-life software/versions, a full upgrade to a current version is required.

Upgrades

Product upgrades are provided via our "Express" model as part of your AM. Non-standard Custom installations are billable and not included in AM.

Express Installation

Express installs are delivered via a virtual server download in an OVA file, to be imported by you into your VMware or Microsoft virtual server platform (other virtual server platforms are not supported for installation).

Once you import the server into your environment, IMM installer(s) will make product configurations (settings) to enable the product to work for you.

All Express installation work is performed during IMM business hours and is included in AM.

Custom Installation

If you choose to not use the standard Express model for installation of your IMM product, you fall under the Custom Installation model and installation time is billable.

Examples of non-Express installs are (but are not limited to) Physical server installation, Manual installation in the Financial Institution's environment, Changes to (other than settings) the software installation like moving the database to another server or requiring different versions of infrastructure components to be installed.

Software Reinstallation

The reinstallation of software is not covered under Product Support or Annual Maintenance. If, for any reason, you need to have us reinstall your IMM software, the labor to do so is billable.

Rate Chart

All labor rates are billed in 4-hour (1/2 day) increments except where noted.

Dedicated Support [1]	Remote [1] – Business Hours	$ 1,350
	Remote [1] – After Hours	$ 2,920
(Installation, Training, Support)	Remote [2] – Holiday & Weekend	Request a Quote
	Remote [1] – Hourly [3]	$ 500
	Remote [1] – Emergency Hourly [3]	$ 1,500
Professional Services [1] [2]	Remote [1] – Business Hours	$ 2,200
	Remote [1] – After Hours	$ 2,920
(Implementation, Installation and Training)	Remote [2] – Holiday & Weekend	Request a Quote
	Remote [1] – Hourly [3]	$ 500
	Remote [1] – Emergency Hourly [3]	$ 1,500

[1] Remote engagements are through phone and/or WebEx.
[2] Holiday and weekend labor must be pre-scheduled. Contact IMM for a work order.
[3] This item billed at an hourly rate.