Esri ArcGIS for Home Use

Installation Support

Last edited: July 13, 2011

Article 1 Introduction

1.1 Purpose

The purpose of this Esri ArcGIS for Home Use Installation Support Program ("**Program**") document is to

- Describe the Program, also referred to as "**Installation Support**," for US customers.
- Provide definitions of Installation Support and support-related terminology used by Esri.
- Describe Installation Support subscription quoting and invoicing procedures.
- Describe the services provided by Esri Support Services (ESS).
- List general procedures and conditions including contact information and requirements.

1.2 Program Overview

The Program is the support Esri makes available for unmodified Software to the Software license holder ("**Licensee**"), including Incident tracking and attempts to correct reported problems. Installation Support for the first ninety (90) days may be purchased when qualifying Software is licensed.

The Program is composed of the following:

- Esri Installation Support services
- Subscriptions to *ArcNews* and *ArcUser*
- Notification of Software promotions, when offered

Article 2 Definitions and Descriptions

Capitalized terms used in this Program shall have the following meanings:

a. **Implementation:** Tasks or procedures needed to install and configure Esri software on various system configurations

b. **Supported:** Issues or features in a release that have been completed, tested, and certified (ESS analysts assist customers with issues that are used within an Esri-supported configuration. Please see the Systems Requirements page for Esri-certified configurations.)

c. **Unsupported:** Issues or features in a product release that are uncertified, untested, or incomplete (Unless otherwise directed by a member of the ESS management team, ESS analysts will not assist customers with issues that are unsupported by Esri.)

2.1 Authorized Caller or Point of Contact

An Authorized Caller(s) or Point of Contact(s) is an individual designated by Licensee who may contact Esri to request technical support (e.g., to report Software Incidents or request assistance with Software installation).

2.2 Customer Number

Customer Number means a unique number created and provided by Esri that identifies each Esri

customer site. The number is between one and six digits and may also be referred to as an *end user* or *client ID* number on the invoice and/or packing list that is shipped with Esri software.

2.3 Incident
An Incident is the record of a customer request for technical assistance made by phone, web form, or chat. It contains technical notes and documentation of all interactions between the customer and support representative related to the request. Depending on how the request was initiated, an Incident or tracking number is provided by a support representative either verbally or by e-mail, confirming the creation of the Incident. The Incident number is used for referencing the request. The status of an Incident can be open (active) or closed (inactive).

2.4 Installation Support Term
The Installation Support Term is the Installation Support subscription duration as defined by the Installation Support start and end dates, during which customers with licensed products who have purchased Installation Support are entitled to receive applicable Installation Support benefits.

2.5 Patch
A Patch is a single fix or a set of related fixes in a specific functional area of the Software that will affect a large number of customers and needs to be posted on the web for general availability. Once a Patch is released, it will be incorporated into a subsequent service pack release. Patches are tested by the affected teams. Patches do not add new functionality. Patches are not functional unless the end user already has the required product release installed.

2.6 Software License
A Software License is the limited grant of rights to use a Software application or component as defined by the terms and conditions in the Esri software license agreement.

2.7 Support Services
Support Services is Software technical support or technical assistance provided by Esri to the Licensee and the Esri user community. See Article 3 Support Services for a more detailed description.

Article 3 Support Services

3.1 Support Services. Esri Support Services comprises the following:

a. **Telephone Support and Incident Reporting/Logging**
If a technical issue arises that Licensee needs help with, Licensee can log an Incident with Esri over the phone. Support hours are Monday through Friday, 5:00 a.m. to 5:00 p.m. (Pacific time), except for Esri holidays. Licensee is not limited to a set number of times Support Services can be contacted. Licensee can reach Esri at 888-377-4575, extension 2.

b. **Secure Live Remote Support**
Esri may interact with Licensee's system using Citrix GoToAssist tool to assist with technical support.

c. Esri Online Support Center

The Esri Online Support Center is an Esri website that communicates new technical information to Licensee and to the Esri user community in the form of updated product documentation, blog posts, technology announcements, and more. The Esri Online Support Center can be found at http://support.esri.com. Licensee can also report an Incident using the Esri Online Support Center.

d. Esri User Advocacy Group

A User Advocacy Group (UAG) is a group within Support Services created to improve Esri's ability to understand and respond to technical issues impacting Esri licensees. The UAG encourages feedback from the user community by collecting user information, which is presented to development teams to help shape the future direction of Software. UAG may be contacted through Esri Support Services.

e. Knowledge Base

Esri's Knowledge Base is a database of known Software problems, how-to documents, white papers, system requirements, and common error messages for Esri Software. It can be accessed by navigating to http://support.esri.com.

f. User Forums

The Esri Software user forums are web based and provided to share questions and knowledge about technical details and techniques for accomplishing tasks. The user forums can be accessed by navigating to http://support.esri.com.

g. Web Help

Web Help is an up-to-date version of the help system shipped with the product; new information is added and existing topics updated as necessary. Web Help can be accessed by navigating to http://support.esri.com. Additional web help may be available on the ArcGIS Resource Centers (http://resources.arcgis.com).

h. Product Documentation

Product Documentation is part of the Knowledge Base and includes how-to documents, FAQs, tutorials, tips and tricks, functionality matrixes, best practices, and What's New? sections on Esri's past and current products. Product Documentation can be accessed by navigating to http://support.esri.com. Additional product documentation may be available on the ArcGIS Resource Centers (http://resources.arcgis.com).

i. Customer Care Portal

The Customer Care Portal is a self-service tool for licensing, downloads, Incident management, and Software problem management. The Customer Care Portal is a key tool in the acquisition and use of Esri Software. The Customer Care Portal can be found at http://customers.esri.com.

j. Support Newsletters

Licensee can subscribe to *ArcNews*, which contains articles specific to Support

Services. These articles contain technical and product information designed to enable our customers to work more effectively with Esri Software. To subscribe to *ArcNews*, visit www.esri.com, click the News tab and then Publications.

3.2 Support Services Scope

- For customer requests, assisting with the Installation and configuration of ArcGIS Desktop Software
- Verification of successful licensing of ArcGIS Desktop Software
- Reproduction of potential ArcGIS Desktop Software defects on specific customer Software configurations
- Limited support of ArcGIS Desktop Software installation in a virtualized environment
- Localization Process/Toolkit (LTK) bug logging only
- Facilitation of .NET signage between Esri distributors and the localization team
- Sample applications that ship with each product, provided for demonstration purposes and considered Unsupported
- Technical assistance through Esri Support Services—Not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems, and other peripherals not provided by Esri, except to answer questions of how standard supported devices interface with Esri Software

These terms and conditions are subject to change by Esri with thirty (30) days' written notice.

3.3 Issues beyond the Scope of Support

- Product installation walk-throughs
- Installation and configuration support of third-party utilities including web servers, reverse proxy servers, firewalls, network load balancing software, RAIDs, SANs, databases, clusters, RACs, Active Directory configuration, HTTPS/SSL, Citrix, and ArcGIS Desktop third-party extensions
- Recommendations on interaction between Esri Software and nonrequired third-party software
- Performance scalability testing, recommendations, tuning, and configuration
- New third-party software (new releases, beta) on which Esri Software is not certified (operating systems, databases, web servers)
- Questions regarding product licensing, contracts, and pricing
- Esri Software product usage
- Printing- or hardware-related issues
- Localization incidents not identified as bugs (Localization Project Consulting Services), including writing, debugging, testing, and compiling resource files, as well as assistance using the Localization Toolkit

- Support for Amazon Elastic Compute Cloud (EC2)
- Internationalization issues—Data failing to render properly with international characters, symbols, or numbers
- Client connection issues when connecting to ArcGIS Server and ArcIMS map services
- Verification of functioning ArcSDE services and client connectivity to an ArcSDE geodatabase
- Verification of properly functioning map services and web applications within ArcGIS Server and ArcIMS using Esri sample data
- Configuration of Esri security models for ArcGIS Server and ArcIMS (This does not include custom providers or customized models.)
- Configuring Esri server Software to work properly in secure enterprise environments

3.4 Accessing Support Services

Licensees are required to designate Authorized Callers for all direct Support Services-related communications with Esri. Esri's Product Qualification web page identifies the number of Authorized Callers that Licensee may designate for each software product. Licensee may replace an Authorized Caller at any time by notifying Esri Support Services.

Licensees within the United States may contact Support Services between 5:00 a.m. and 5:00 p.m. (Pacific time), Monday through Friday, except for Esri holidays.

Tel.: 888-377-4575, ext. 2
Web: http://support.esri.com

a. By Telephone

Each reported technical support request is logged as an Incident and given a unique identification number for Licensee's reference and tracking. After an Incident is logged, the caller is connected to a technical specialist, who will be dedicated to work on the Incident until it is resolved or determined to be a problem in the Software. If a specialist is unavailable, the call is placed in a dispatch queue. Licensee will then be contacted by the first available technical specialist.

b. By Web Form

Licensee may request support by completing an online web form available at http://support.esri.com/en/webform. Requests through these channels are received 24 hours a day, 7 days a week, but are logged and assigned to a technical specialist beginning the next business day. Standard Support requests are answered on a first come, first served basis.

All requests for technical support must contain detailed information about Licensee's Incident. To help expedite a solution, technical specialists expect information that includes Licensee's type and version of Esri Software, hardware platform, and peripherals (if applicable); the version of the operating system; a description of the

problem; and Licensee's Esri Customer Number. Please refer to section 3.6 Preparing for Contacting Support Services below for additional details. Esri's technical specialist will respond by telephone or e-mail.

c. **By Chat**
Another method of contacting technical support is to use online chat. Each valid chat interaction is logged as an Incident and given a unique identification number for Licensee's reference and tracking. Licensee is connected to a technical specialist who will be dedicated to work on the Incident until it is resolved or determined to be a problem in the Software. Chat-based requests are received during business hours. To begin a chat, click the button for Chat with an Analyst on Esri's Online Support Center website. The URL is http://support.esri.com/en/webform-chat.

3.5 Resolution Time

Resolution times are dependent on factors that are often outside the control of Esri. These factors often include, but are not limited to, operating system limitations, limitations based on user-designated workflow, security issues, integration with third-party applications that have not been provided by Esri, and customer availability. Usually, Esri is able to answer questions and suggest solutions to Incidents on the same day it receives the request, but the turnaround time for a response may depend on the complexity of the Incident. While it is Esri's goal to provide an acceptable resolution to all incoming issues, Esri cannot predict resolution time.

3.6 Preparing for Contacting Support Services

When contacting Esri for technical assistance, Licensee must be prepared to provide as much of the following information as possible:

- Licensee's Esri Customer Number
- The phone number and e-mail address where Licensee can be reached
- The version of the Software Licensee is using
- The version of the operating system Licensee is using
- The database Licensee is using, if applicable
- A description of what Licensee was doing when the problem occurred
- The exact wording of any error messages that appear on the screen
- Any steps taken to resolve the problem

Article 4 Contacting Esri

Esri Support Services (technical support) Center
Tel.: 888-377-4575, ext. 2
Website Address: http://support.esri.com
Support Web Form: http://support.esri.com/en/webform
Chat: http://support.esri.com/en/webform-chat
Hours: 5:00 a.m. to 5:00 p.m. (Pacific time) Monday through Friday, except Esri holidays

Esri Corporate Offices
Tel.: 909-793-2853
Fax: 909-793-5953
E-mail: info@esri.com
Hours: 8:00 a.m. to 5:00 p.m. (Pacific time) Monday through Friday, except Esri holidays

Esri Customer Service
Tel.: 888-377-4575, ext. 5
Web: http://service.esri.com
Hours: 8:00 a.m. to 5:00 p.m. (Pacific time) Monday through Friday, except Esri holidays

380 New York Street, Redlands, California 92373-8100
USA • Tel.: 909-793-2853 • Fax: 909-793-5953
• Web: **http://www.esri.com**

Copyright © 2011 Esri. All rights reserved. Esri, ArcGIS, ArcIMS, ArcSDE, *ArcNews*, *ArcUser*, the Esri globe logo, @esri.com, www.arcgis.com, and www.esri.com are trademarks, registered trademarks, or service marks of Esri in the United States, the European Community, or certain other jurisdictions. Other companies and products mentioned herein may be trademarks or registered trademarks of their respective trademark owners.