Getting Help and Support

FAQ

Before calling or registering an issue, please have a look in our FAQ section. It is constantly updated and may contain an answer to your question, or issue. If your questions are unanswered in this section, then you have the option of posting your question, or issue, in our Forum page. If you are interested in reporting an issue, then please continue perusing this page to find out about all the support we provide for you.

Forum

Discuss and get answers about our modeling tools in the No Magic Community Forum. It already has thousands of publicly available posts. You are welcome to post your comments and questions there.

Customer Support

We provide free professional support for:

- Registered users with a valid No Magic Software Assurance contract (SA). SA provides you with technical support, software upgrades and maintenance releases at no additional cost for a contract period.
- Pre-sales users during the evaluation period.
- New customers for 30 days.
- Inquiries about registration, licensing and product updates.

Reporting issues

To create a new issue or browse the existing ones, log in to the No Magic Customer Support System.

> ⚠ Please refer to Reporting Issues to find instructions on how to dump threads, memory heap, and memory histogram to files.

If you are a registered user and have already connected to No Magic support system, you can create an issue, or comment on your support issue(s), through email as well.

Reporting Issues Through Email

The e-mail address for registered users to access our customer support system is support@nomagic.com.

The system allows you to include keywords in the email's subject line. These keywords will enable us to route the issue to the proper support organization more quickly and resolve the issue in a more timely manner. They also allow the definition of many fields for the newly created issue (reporter, project, priority, affected components, affected version).

Support Issues

Support Issues can only be reported or commented on from the email address registered in your www.nomagic.com account.

The parameters are listed below:

- #PROJECT
- #SECURITY_LEVEL

Format of the Email

For example, if you have a question about documentation in UPDM, you might submit the following email:

Subject: Where could I find information about requirements management #QUESTION #PROJECT =UPDM #COMPONENT=Documentation,Requirements__Management #SEVERITY4

Body: Hello, I would like to get information ....

This email sent from the registered user will create a support issue in the UPDM project. The Issue's component will be Documentation and Requirements Management and its severity will be low.

Parameters

1. Parameters should be listed in the email subject line with a **single** space between them.
2. **No commas** should be used between parameters.
3. **No spaces** should be used in the body of the parameter.

4. If a parameter value contains spaces, you **must** replace each space with **two** underscore characters. For instance, *#COMPONENT=Test__Comp onent* associates the issue to Test Component. If you specify an invalid component or none at all, the issue is associated to No Component by default.

Emailing support requests can be faster compared to the web interface http://knowledgebase.nomagic.com; however, when reporting issues through email, additional important information might be lost. This information loss can be mitigated by including parameters from the list above.

If an email has email addresses in either the **CC:** or the **BCC:** fields, they will be added to the support issue as External Watchers. All watchers receive email notifications about any activity on the issue.

Commenting on a Support Issue

To comment on an existing support issue, please reply to the notification email. The **body** of the email will become your comment on the issue. If you send attachments with your email, they will become attachments on the issue.

Issue ID

It is important that the issue id (e.g. [MDUMLCS-2058]) exists in the subject line.

Not a registered user

If a commenter is not registered in www.nomagic.com, his or her comment is not recorded in the support issue.

The support system provides:

- Submitted issues status tracking.
- Ability to submit private and public questions, suggestions, improvements, and problems.
- Ability to search through the existing public issues, view status of your issues, provide your vote for suggestions.

Customer Support Levels

A customer support level determines customer access rights and the response time for support requests. To find out your customer support level, please, visit the No Magic Customer Support System.

Support Level	Applies For	Ensured Support
Limited Support	Customer with no Software Assurance (SA)	• Self-help: FAQ, Knowledge base, documentation, online demos, No Magic Community Forum. • Inquiries about registration, licensing and product updates.
Full Support	• Customer with SA • Customer with valid evaluation key.	• Professional online support with trouble ticket status tracking. • Inquiries about No Magic software problems and usage. • Response within business hours, with 24 - 48 hours response time based on severity*. • Reasonable No Magic efforts to provide a usable work-around solution or to correct the issue in an upcoming maintenance release or update.
Premium Support	• Customer with SA • VIP customer** (marked as VIP)	• Response within business hours, with 24 hours response time.
Dedicated Support	• Block hours are purchased	• Includes integration, customization, migration, plugin development, remote or onsite support.

**VIP customers are usually our partners.

Attention

* Severity let us know the impact of the problem on your business.

- Severity 1: Critical business impact or system down, this condition requires a solution.
- Severity 2: Significant business impact, this indicates the program is usable but is severely limited.
- Severity 3: Some business impact, this indicates the program is usable with less significant features.
- Severity 4: Minimal business impact.

Support Period

During the support period covered by our SA, you can also report any software problems or errors. If reported, and reproducible, an issue in the software exists, and the issue significantly impacts the usability of the software, No Magic agrees to make reasonable efforts to provide a usable workaround solution or to correct the problem in an upcoming maintenance release or update.

End-of-Life Policy

The end of life policy depends on the release type in use: Long-Term Releases (LTR) or Future Releases (FR).

The Long-Term Releases (LTR) are extremely reliable and rock-solid. No Magic provides guaranteed support (including service packs and private patches) until the next Long-Term Release is released, approximately every two years. Longer-term support, of up to five years, for a Long-Term Release, is available for an additional charge. For more information about the Long-Term Releases, see http://www.nomagic.com/support/long-term-releases.html

Support for Feature Releases (FR) discontinues when the next Feature Release is released. Therefore, bug fixes for old Feature Releases (FR) are unavailable.

Providing Patches

We support and provide patches only for the users who have Software Assurance contracts (SA) on their purchased products, so please make sure that you are covered.

Public service packs are released primarily for the newest versions. As we understand that switching from one version to another can take some time, in the case of significant issues, we provide service packs, or private patches, when applicable.

We always strongly recommend using the newest version because it contains all the newest fixes, usability features, new capabilities, and support for standards and technologies.

Other contacts:

- **Sales and Marketing:** sales@nomagic.com
- **Academic Program**: academic@nomagic.com - e-mail address for questions regarding academic or site license discounts and quotes.
- **Training:** training@nomagic.com
- **Professional Services:** pso@nomagic.com