



HID Global Customer Guide to Technical Support and Maintenance

Identity and Access Management (IAM)

DOC-00083, 5.1.5

October 6, 2015



**The Trusted Source
for Secure Identity Solutions**

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1 Welcome

This handbook is designed to help you become acquainted with Technical Support at HID Global and get the most out of your Support experience. Please review this handbook in its entirety so that you are aware of how to locate the information you require at any point in the future.

All products in HID Global Identity and Access Management (IAM) are covered by this handbook. Certain Government ID Solutions (LaserCard Optical Media Cards, ePassports) and Identification Technologies (IDT) products (RFID Tags such as Animal Tags, Clothing Tags, etc.) are not covered.

This handbook is for all HID Global IAM Customers. The term *Customer* is used to refer to any entity that has purchased products or services directly from HID Global, such as Distributors, Original Equipment Manufacturers (OEMs), and Integrators.

2 Support Offerings

2.1 Overview

HID Global offers a wide variety of products to meet many different needs and solve problems of greatly varying complexity. As such, HID Technical Support offerings vary considerably depending on the nature of the product. This section covers available HID Global Support offerings and the services they include.

2.2 Support Offerings

HID provides multiple Technical Support offerings: Free Support, Standard and Premium Technical Support, and various Custom Support offerings.

Technical Support is the ability to contact the HID Technical Support department for the resolution of suspected problems with HID hardware and software, while *Maintenance* is the provisioning of upgrades and updates. See section 5, *Maintenance* for more details. Standard and Premium Support offerings include both Technical Support and Maintenance, and for these offerings Technical Support and Maintenance cannot be purchased separately. For Free Support and Custom Support offerings, Maintenance is always free unless noted otherwise. In addition to Technical Support, hardware items also have Warranty periods. See section 7 for details on Warranty.

HID Global Technical Support offerings vary by product, as listed in Table 2.1 below.

Product	Free Support	Custom Support (Paid)	Standard Support (Paid)	Premium Support (Paid)
Physical Access				
Physical Access readers ¹ , credentials ² , EasyLobby® ³ , and Networked Controllers	•			
pivCLASS® PAM and Software			•	
Secure Issuance				
FARGO printers	•			
Asure ID and Asure ID SDK ⁴	•	•		
FARGO SDK ⁴		•		
Identity Assurance				
ActivID® (Appliance, AAA, CMS, ActivClient™, SSO, CoreStreet®, naviGO™) ⁵			•	•
OMNIKEY®	•			
Embedded Solutions				
OEM Readers, Modules, and Chipsets ⁶	•	•		

Table 2.1 HID Support Offerings availability by product

Note: For Warranties, see section 7.

¹ Physical Access readers includes pivCLASS readers.

² The word *Credentials* as used throughout this document includes all form factors such as cards, tags, and fobs, and also includes Crescendo smart cards. Support for Crescendo smart cards includes support for Crescendo middleware. For ActivClient middleware, see *Identity Assurance* in the table above.

³ For EasyLobby, Technical Support is free and Maintenance is a paid service.

⁴ Asure ID Customer Support is always free of charge for Customers. For your End Users contacting HID Technical Support directly, Asure ID Technical Support is free for the first 90 days, after which an Asure ID Protect Plan must be purchased. The Asure ID SDK comes with 8 hours of developer support. FARGO SDK Technical Support may be purchased in 1, 3, 5, or 8 hour increments.

⁵ For the ActivID Managed Service (see Appendix), Premium 24x7 Support is included in the cost of the service.

⁶ Embedded Solutions paid support covers Custom Product Opportunities (CPOs) which are projects for customized OEM products (e.g. a custom tuned antenna). Free Support includes design-in effort as covered in section 2.5 below.

2.3 Support Services

The following table outlines the different services available for each Support offering.

Support Services	Free Support	Custom Support	Standard Support (8x5)	Premium Support (24x7)
Support outside of business hours ¹				•
Service Level Agreement (SLA)			•	•
Access to Support via Web, Email, and Phone (business hours) ¹	•	•	•	•
Software: Upgrades, Updates, Service Packs, and Hot Fixes via website, portal, or email ²	•	•	•	•
Hardware: Firmware and Driver Upgrades and Hot Fixes (Secure Issuance, ActivID, EasyLobby, Networked Controllers, Embedded Solutions, and OMNIKEY only) ³	•	N/A	N/A	N/A

Table 2.2 Services included in the Technical Support Offerings

Note: For Warranties, see section 7.

¹ Opening a Case via email is not offered for all products. See section 3.4 *Email Support* for more details. Business hours are defined in Table 3.1.

² Access to upgrades, updates, and Hot Fixes for Standard and Premium Support depend on Support and Maintenance payments being current. See section 5.3 *Maintenance Downloads* for more information on how to obtain updates. See section 5.4 for End-Of-Life information related to Updates.

³ Driver updates for the EasyLobby Intellicheck® DCM require that a current EasyLobby Maintenance contract be in place. Firmware and driver upgrades for legacy products are available on a limited basis. Contact Technical Support for more detailed information.

2.4 FARGO Authorized Service Provider / Authorized Repair Provider (ASP / ARP) Programs

HID FARGO Authorized Service Providers (ASPs) are able to provide quality timely technical support and repairs to their End Users. ASPs attend a multi-day training course to become certified.

HID FARGO Authorized Repair Providers (ARPs) are an extension of the HID Global Repair Department and are paid by HID to perform repairs. To qualify to become an ARP, providers must first become an ASP.

Contact your sales account representative for more information about the ASP or ARP program. For general Warranty information, see section 7.

3 Contacting Technical Support

3.1 Overview

Before contacting HID Technical Support, please make sure that you have read through all of the Technical Support policies in section 4, *Case Management*.

3.2 Web Support

Web Support is provided for all products and all Support offerings.

Web Support: Physical Access and Secure Issuance

Option 1: One-time online Case submission

URL: <http://www.hidglobal.com/support/technical-support-help-ticket>

Registration: None

Option 2: Submit and Manage Cases online

URL: <https://www.hidglobal.com/support/technical-support-self-serve-login>

Registration: Customers can register for an account if they do not have an account already. Users at the same company can view and update each other's Cases online.

Web Support: ActivID

URL: <https://support.actividentity.com>

Description: Submit Cases and view/update existing Cases online

Registration: If you do not have an account with the ActivID Support Center, then one will be created for you the first time you email support@actividentity.com.

Note: It is strongly recommended that any email or Web-initiated technical support requests for Urgent problems be followed up with a phone call to ensure the shortest possible response time. See Table 4.1 for the definition of Urgent.

3.3 Telephone Support

To contact HID Technical Support by telephone, consult the following table. Hours listed apply to Free and Standard Support only, Monday through Friday, and do not include local holidays. Holidays are listed in Appendix B for each major Technical Support office. If Premium Support is purchased, then phone hours are 24 hours a day, 7 days a week.

Note: The ActivID phone system provides an option to indicate if you are a U.S. Federal Government Customer. This decision tree must be followed in order to be directed to a member of the support organization that is a U.S. citizen based in the United States.

Country	Products	Hours	Language/s	Contact Information
North America (US and Canada) <i>Central Time</i>	Credentials, Readers	08:00 – 19:00	English	1 866 607 7339 1 949 742 2383
	FARGO Printers/Asure ID, EasyLobby	07:00 – 18:00		
	Networked Controllers	08:00 – 18:00		
	pivCLASS	09:00 – 18:00	English	1 866 607 7339, option 5 1 949 742 2383
	AS, Appliance, AAA, CMS, ActivClient, SSO, CoreStreet, naviGO, Tokens (All ActivID products)	08:00 – 19:00	English	1 800 670 6892
Mexico / Central and South America <i>Central Time[†]</i> <i>Atlantic Time[‡]</i>	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Networked Controllers	09:00 – 18:00	Spanish[†]	+52 55 5081 1657
			Portuguese[‡]	+55 11 5514 7100
Europe Middle East Africa	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Networked Controllers, OMNIKEY	08:30 – 17:30 (17:00 Friday) <i>UK Time</i>	English, Russian	+44 (0) 1440 711 822
		09:00 – 17:00 <i>CET</i>	French, Spanish	+33 (0) 1 42 04 80 80
	AS, Appliance, AAA, CMS, ActivClient, SSO, CoreStreet, naviGO, Tokens (All ActivID products)	09:00 – 17:00 <i>CET or per contract</i>	English	+44 (0) 1483 541 544
			French, Spanish, English	+33 (0) 1 42 04 80 80
Asia Pacific <i>Hong Kong Time</i>	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Networked Controllers	09:00 – 18:00	English, Cantonese, Mandarin	+852 3160 9833
	AS, Appliance, AAA, CMS, ActivClient, SSO, CoreStreet, naviGO, Tokens (All ActivID products)		English, Cantonese, Mandarin	+852 3160 9873 1300 868129 (Australia)

Table 3.1 HID Technical Support hours, languages, and phone numbers per product and region

3.4 Email Support

3.4.1 Following-Up an Existing Case via Email

Email may be used when follow-up is necessary for a Case opened via the Web or Phone. When using email for following-up with a Case, replying to the emails from HID Technical Support will ensure that the relevant HID support email address is used and the Case-specific subject line remains intact. This is necessary for proper logging of the email to the HID Case tracking system and will ensure the quickest possible reply. An email without the subject line denoting an existing Case will create a new Case.

3.4.2 Initiating a Case via Email

Initiating a Case via email is possible for ActivID products. For other products, see section 3.2 *Web Support* and 3.3 *Telephone Support*.

ActivID Technical Support Email addresses:

support@actividentity.com

support-usa@actividentity.com (U.S. Government Customers)

Notes:

When opening incidents via email, it will facilitate the processing of your incident if the subject line is in the following format:

Subject Line: Reseller and Customer Name – Product and Version – Brief Description of Problem

e.g.:

Subject Line: Security-R-US for ACME Co – CMS 4.2 – Having trouble issuing smart card

Please also include the severity level in your email body.

It is strongly recommended that any email or Web-initiated technical support requests for Urgent problems be followed up with a phone call to ensure the shortest possible response time. See Table 4.1 for the definition of Urgent.

3.5 Embedded Solutions Applications Engineering

Embedded Solutions applications engineering support is provided directly with the assigned Regional or Head Applications Engineer by direct line phone and email. The contact information for the applications engineering teams is not presented in this document, as applications engineering support is only available post Product Development License Agreement (PDLA) execution.

4 Case Management

4.1 Overview

This section covers best practices for getting your Technical Support Case resolved at HID Global.

4.2 Support Self-Service (Knowledge Base)

It is strongly advised that customers search the Knowledge Base before opening a Case with HID. Many common issues are covered in the Knowledge Base.

Knowledge Base: Physical Access and Secure Issuance

URL: <https://www.hidglobal.com/support/knowledge-base>

Registration: No login required

Knowledge Base: ActivID

URL: <https://support.actividentity.com>

Registration: If you do not have an account with the ActivID Support Center, then one will be created for you the first time you email support@actividentity.com.

4.3 Support Levels

4.3.1 Definitions of Support Levels

Level-1 Technical Support consists of basic End User questions that can usually be answered by referring to the product documentation, HID Global website, or Knowledge Base.

Example (PACS): A question such as “How do I enroll cards onto my EntryProx?” can be answered by referencing the product documentation.

Example (Secure Issuance): A question such as “Can I upgrade my current printer with options for dual-sided printing or magnetic encoding?” can be answered by referencing the product datasheet for information <http://www.hidglobal.com/products/card-printers/fargo>.

Example (Identity Assurance): A question such as “I would like to move from Windows® XP to Windows 7. Will this be supported?” can generally be answered by referencing the Supported Platforms section of the product documentation.

Level-2 Technical Support involves attempting to reproduce the issue with a duplication of the Customer or End User environment, collecting logs, and qualifying the support request particulars. Level 2 Technical Support is usually performed by the Customer that purchased products directly from HID Global when no solution could be found through Level-1 technical support. Level 2 Technical Support skills are usually gained by attending an HID Academy course on-line or in person.

Example (PACS): Question: “I have a new installation of cards and readers and the access control system reports occasional misreads from the readers.” Assuming Level 1 research was unable to resolve the problem. Level 2 Technical Support could involve:

- a) Performing basic troubleshooting, e.g.
 - Checking that the reader configuration and the card part number are compatible,
 - Checking the environment (power supply voltage / current / type, cabling type, length and route),
 - Substituting reader positions (does the problem follow the reader or the position?), and
 - Are the card holders carrying any other cards that the reader is capable of reading? (e.g. iCLASS Legacy and SE readers can read “Pay Pass” radio frequency credit cards).

- b) Gathering information, e.g.
 - Make and model of all hardware (readers, credentials),
 - Reader firmware version, and
 - Credential Sales order number.

Example (Secure Issuance): The printer has stopped during the print process and displays an error message.

Assuming a search of the Knowledge Base did not reveal the answer (Level 1), Level 2 Technical Support could involve:

- a) Performing basic troubleshooting, e.g.
 - Using the user guide or service manual troubleshooting section and searching through the error codes for a solution,
 - Upgrading the printer driver and firmware to the latest versions <http://www.hidglobal.com/drivers>, and
 - Any other installation, configuration, or adjustment changes that can be performed as a part of the troubleshooting process.
- b) Gathering information, e.g.
 - Number of printers experiencing the problem,
 - Make and model of all hardware,
 - Error codes,
 - Version numbers for all hardware, software, and firmware, and
 - Asure ID Operating System and license key.

Example (Identity Assurance): An End User has the question: "I am getting an error when trying to install the product on Windows 7." Assuming Level 1 research was unable to resolve the problem, Level 2 Technical Support could involve:

- a) Attempting to reproduce the error (installing the same product version on Windows 7 to see if the same error can be produced).
- b) Performing basic troubleshooting, e.g.
 - Asking the customer to try a second Windows 7 machine that has been freshly installed,
 - Performing a hash calculation of the product installation download file to verify its integrity, and
 - Witnessing the customer's error on a Web or video sharing session if possible.
- c) Gathering information, e.g.
 - Information about the error (screenshots, error text, checking for logs in Windows Event Viewer, etc.),
 - Information about the environment (any recent changes to the machine, peripheral versions (if appropriate), etc.),
 - Product log files, if any, and
 - Step-by-step instructions for how the error is reproduced by the End User.

Level-3 Technical Support is performed by HID Technical Support after Level-1 and Level-2 technical support efforts are unable to resolve the support request. HID Technical Support will act as the single point of contact to work with the direct end customer or Distributor/OEM and provide communications throughout the process. Level-3 technical support also includes the creation of Hot Fixes by the HID Engineering team as and when determined necessary by HID.

Example:

- a) Reviewing all information gathered from Level 2 Technical Support,
- b) Performing advanced troubleshooting, and
- c) Escalating the Case to HID Engineering as necessary.

4.3.2 Support Level Responsibility

HID provides Level-3 support to entities that have purchased directly from HID. HID does not provide Level-1 and Level-2 technical support. With few exceptions (see the description of FARGO support in Table 2.1) HID does not provide support to indirect customers or End Users.

Customers are required to provide Level-1 and Level-2 support to the End User in order to qualify all technical support requests prior to engaging HID Technical Support. Unqualified requests may be sent back to the customer for further evaluation.

Please also refer to the General Sales Policy at

https://www.hidglobal.com/sites/hidglobal.com/files/resource_files/current-sales-policy for more information.

4.3.2.1 ActivID

For ActivID products, Customers may decide to outsource Level-1 and Level-2 Technical Support to a third party, such as a member of the Implementation Partner Program. Such third parties must abide by the same policies as outlined in this handbook.

4.3.2.2 Embedded Solutions

Embedded OEM technical support is limited to Level 3 support as defined above after the following basic troubleshooting is completed by the OEM.

- a) Minimum of 5 units exhibiting issue,
- b) Recreation of issue outside embedded environment,
- c) Logic Analyzer Session of all I/O,
- d) Configuration verification, and
- e) Swapping known-good/known-bad unit.

All the above is mandatory and helps HID better understand and recreate the reported behavior and drive to root cause faster, providing world class service to the embedded OEM community.

4.4 Certification Training

Certification Training may be required for particular products such as ActivID and pivCLASS. When certification is required, certified support personnel must be on staff at the direct customer, Integrator, Distributor, or third-party support provider to ensure Level-1 and Level-2 technical support. Certification must be obtained for each product owned/resold.

Customer personnel are certified by passing the certification exams for the products they are supporting. Certification on any particular software product only applies to the major product version (e.g. 5.x vs. 6.x) used at the time of the certification exam. Certification on products does not guarantee access to product support services; rather, support services are provided only in connection with payment of the applicable support fees. For information on the latest, full course schedule, see <http://www.hidglobal.com/hid-academy>.

4.5 Service Level Agreement (SLA)

The following Service Level Agreement (SLA) table applies to software that is covered by a Standard (8x5) or Premium (24x7) Support contract in good standing. Hardware is covered under the terms of the HID Warranty agreements (see section 7).

Severity Level	Description	Initial Response Time ¹	Status Updates	Restoration or Resolution Target (Workaround or Hot Fix)
1 – Urgent/Critical	Production system is down or is severely impacted	Within 60 minutes (pivCLASS: 1 Business Day)	As agreed with customer	Continuous efforts
2 – High	Product can be used but an important function is not available	Within 60 minutes (pivCLASS: 1 Business Day)	Daily	Daily effort
3 – Medium	Product can be used but some moderate impact or functional restrictions	Within 1 day	5 working days	Weekly effort
4 – Low	Minor non-significant problem, request for enhancement, or documentation issue	Within 1 day	To be determined based upon the problem	

Table 4.1 Service Level Agreement for Standard and Premium Support

¹ An Initial Response is a first technical analysis, normally via return email. An Initial Response Time is considered instantaneous for a Case initiated by telephone.

Notes:

HID may modify the SLA guidelines at any time; however, no modification to the service level agreement will take effect for current customers until such time as they renew their support contract.

SLA times are considered “on hold” when HID is waiting for the Customer to supply information, e.g. waiting for the Customer to send a log file.

This SLA table applies to incidents that were properly pre-qualified with steps to reproduce, as applicable.

For elements of the SLA specific to the Managed Services, see Appendix A.

4.6 Request Types

4.6.1 Defects / Bugs

Defects, or Bugs, are problems that exist within a product that prevent the product from performing a function that the product documentation claims it can perform. If a suspected defect is confirmed by HID Technical Support, the Technical Support Engineer will log the defect in the HID Global issue defect tracking system. New product code or a hardware change is generally necessary in order to resolve a defect. If the defect is confirmed by Engineering, new code is usually delivered as a Hot Fix if the customer is experiencing an emergency situation. In some cases, HID may decide to address a defect in a future release of the product, particularly if the creation of a Hot Fix is not possible.

4.6.2 Enhancement Requests

Enhancement Requests are additional product features suggested by customers to make the product easier to use or add new functionality. Enhancement Requests are tracked in the same HID Global issue tracking system as product defects, and are generally reviewed at each new product version release. If an enhancement request is urgent, then contact your sales representative to discuss a possible CPO (Custom Product Opportunity).

4.6.3 Requests for Technical Assistance

Requests for Technical Assistance are requests that are not related to product defects or suggested enhancements but are requests regarding the installation, implementation or configuration of HID products. These request types are not covered by HID Technical Support. In such cases, HID Support will forward these requests to the appropriate internal group, for example, Customer Service, Sales, or most commonly, HID Professional Services. Services may be on a separate fee basis. Requests for Technical Assistance include, but are not limited to:

- Installation/Deployment, or Upgrades
 - HID Installations or Upgrades
 - Third-party Installations or Upgrades (e.g. Databases, Hardware Security Modules (HSMs), Certificate Authorities)
- Integrations
 - Integrations between HID and third party products (e.g. Banking applications or PACS systems)
 - HID or third-party SDK/API-related integrations requiring coding assistance
- Configurations
 - Complex configurations (e.g. High Availability (HA) and failover)
 - Database configuration, tuning, and backup
 - Security hardening
 - Performance tuning
- Customizations
 - Customizing HID products (e.g. New or updated custom smart card profiles or SSO scripts)
 - Custom migration of or upgrade/maintenance issues with any code that has been developed by Professional Services
 - Custom Training
- Migrations
 - Migrating from one HID product to another (e.g. 4TRESS AAA to ActivID Authentication Server)
 - Switching product vendors from a third party to HID
 - Moving existing software to a new hardware platform

4.6.4 Embedded Solutions Support Requests

Embedded solutions support requests are handled directly with the Regional and/or Head Applications Engineer assigned to the embedded OEM.

4.6.5 RMA Requests

Return Merchandise Authorization (RMA) Requests are requests to return products that were delivered incorrectly, or are faulty or suspected of being faulty. See section 7 for details on the RMA process.

4.6.6 Sales and Pre-Sales Assistance

If you are seeking assistance on pilot installations, demonstration units, pre-releases (alphas, betas, etc.), are interested in sample products, or have technical questions about product features and differences for making purchasing decisions, then please contact your Sales account manager – unless specific instructions were otherwise specified (e.g. participation in a particular beta program may involve the Technical Support team). To find your Sales representative, use the sales tool at <http://www.hidglobal.com/worldwide-sales-tool>.

4.6.7 Customer Service

If you have an order related inquiry (e.g. sales order number enquires, part numbers, credential programming information), then please contact an HID Customer Service representative.

Contacting Customer Service

<http://www.hidglobal.com/customer-service>

You can also look up the status of an order online.

Order Status Lookup

<https://orderstatus.hidglobal.com/WebOrderStatus/>

Note: iCLASS SE Configuration Cards for changing the functionality of Physical Access Readers are orderable from HID Customer Service. HID Prox, Indala Flexenterprise/Flexsmart, and standard iCLASS configuration cards may be requested from Technical Support.

4.7 Support for Third-Party Products

Third-party products are products not manufactured by HID. HID offers varying levels of support for third-party products depending on the relationship between HID and the third-party.

4.7.1 Third-Party products sold by HID

For a product that HID sells that is manufactured by a third-party, HID offers the same support for the product as it would for a product manufactured directly by HID. HID Technical Support, with assistance from the Customer, may need to consult with the original manufacturer in the process of getting an issue resolved. Support for re-sold third-party products is only performed in the context of their operation with other HID products.

Examples:

- Hardware Security Modules (HSMs)
- AET Middleware for Crescendo cards
- EasyLobby Hardware Accessories

4.7.2 Third-Party products tested for compatibility by HID

For a third-party product that HID does not sell but tests for compatibility, HID will endeavor to assist in the troubleshooting of an issue with the third-party product only as it relates to the functioning of the HID product. The third-party product must be of a compatible version listed in the product documentation or data sheet. Troubleshooting the problem may involve removing the third-party product from the environment. HID Technical Support will assist the Customer by opening a support case with the third-party provider as necessary.

Examples:

- Operating Systems
- Databases

4.7.3 Third-Party products neither sold by nor tested for compatibility by HID

For a third-party product that HID does not sell and does not test for compatibility (or the third-party product is of an untested version) HID only offers best-effort support. If an issue is suspected with the unsupported third-party product, the Customer may be asked to change to a supported version or supported third-party product. If there is a suspected problem with the third-party product in relation to its operation with an HID product, a support case may need to be opened by the Customer to the third-party. Products developed by Embedded Solution's OEMs are considered to be this category of product.

Examples:

- Access Control Panels
- Networking Hardware
- Certain biometric enrollment readers

4.8 Escalation Procedures

The escalation process is designed to alert higher level managers when there is a need for additional resources to resolve an incident in a timely fashion. Customers that are direct account holders at HID concerned with the handling of a particular incident should use the contact points below.

First Escalation: Regional Support Manager HID_Technical_Support_Management@hidglobal.com

Second Escalation: Director of Technical Support HID_Technical_Support_Directors@hidglobal.com

Third Escalation: Senior Director of Technical Support HID_Technical_Support_Senior_Director@hidglobal.com

4.8.1 Embedded Solutions

In cases where additional support is required for embedded OEMs, send an email to: Embedded_Directors@hidglobal.com.

This email is distributed to each regional director and Global Applications Engineering Manager/Director.

4.9 Surveys

When a Technical Support Case is closed, the Case Management system sends an email to the customer asking them to participate in a survey of their experience with HID Technical Support. Customer feedback, both positive and negative, is strongly encouraged and appreciated.

4.10 Log Files and Customer Data

This section applies only to ActivID products.

For customers concerned about sending potentially sensitive information via email, the support engineer shall agree with the customer on a secure method to exchange sensitive information, providing confidentiality, integrity, and availability. For example, an FTP account specific to the support incident can be created for uploading log files. If an FTP account is not desired, files can be sent on media by traditional mail. The FTP account and its contents are destroyed within 48 hours of the incident closure unless requested otherwise by the customer. Support personnel shall use a separate communication channel (physical or logical) to exchange shared secrets used to protect transport of sensitive information. Log files are never sent to a third-party without a customer's consent.

For U.S. Government customers, log files are not sent out of the country for analysis without prior consent. Log files are kept on a secure FTP server for U.S. Government customers only and kept for at least 18 months.

Customers are responsible for providing clean information (for instance software logs or screen capture) absent any Personal Information before they send it to HID Support for troubleshooting purposes. Personal information means information, recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information. Knowledge Base articles describing how to clean Personal Information from log files exist for each product.

In the event that HID Support receives Personal Information in customer data, we will:

- Notify the customer and HID's Privacy Officer
- Seek for customer's approval to continue work
- Delete all copies of the information if we don't get this approval

5 Maintenance

5.1 Overview

Maintenance is the provisioning of Upgrades and Updates. The decision to create an Upgrade or an Update is at HID's sole discretion. Maintenance is subject to the terms, conditions and restrictions in the customer's license agreement.

Note: If Maintenance is not provided for particular product, then it will be indicated in the license agreement.

5.2 Maintenance Definitions

HID products use sequence-based versioning schemes to give each new release a unique identifier. The scheme is generally a two-to-five position sequence (with four positions being the most common) separated by '.' characters such as version 4.3.10.

A release can also have a shorter name used for marketing purposes. For example, a release can be officially designated as 7.6.000.8 but be referred to commonly as "Version 7.6".

Each number in the sequence represents a different category level or level of significance. For example, 7.6.300.8 represents the 8th build of the 3rd Service Pack of the 6th minor release of the 7th major release.

5.2.1 Upgrades / Major Releases

Upgrades or Major Releases contain new major features and can contain bug fixes. A Major Release is indicated by incrementing the numeral immediately to the left of the first '.' character in the version number of the software, e.g. the release following version 4.6 could be 5.0.

Major Releases may not provide an upgrade path from the previous major release or guarantee backwards compatibility (backwards compatibility is often referred to as having been "regression tested"). Always check the release notes for specific information about compatibility.

Major Releases usually require that new product documentation and a new training course be created to cover new features.

5.2.2 Updates / Minor Releases

Updates or Minor Releases contain new minor functionality and can contain bug fixes. A Minor Release is usually indicated by incrementing the numeral to the right of the first '.' character in the version number of the software, e.g. the release following version 4.100 could be 4.200.

Minor Releases generally provide an upgrade path from the previous minor release and generally guarantee backwards compatibility. Always check the release notes for specific information about compatibility.

Minor releases generally do not require re-training, but might include updates to product documentation.

5.2.3 Service Packs / Patch Release

A Service Pack or Patch Release is generally a collection of Hot Fixes and other bug fixes that has been fully regression tested (a Hot Fix on its own, by definition, is not fully regression tested). See *Hot Fixes* below. A Service Pack can also contain new functionality, or can refer to a collection of releases, e.g. a Service Pack for a printer might contain both a firmware release *and* a driver update. Service Packs are generally denoted with an "SP" added to the end of the version number: e.g. the first Service Pack for version 6.6 may have the official version number of 6.6.100.3 but be commonly known as 6.6 SP1.

Service Packs generally provide an upgrade path from the previous release and generally guarantee backwards compatibility. Always check the release notes for specific information about compatibility.

A Service Pack generally does not include any updates to training material or product documentation. Service Pack installation instructions are generally provided within a README file, Release Notes, or the Product Documentation.

5.2.4 Hot Fixes / Builds

A Hot Fix is a patch to the product that has been released to address a defect (or in rare cases, an enhancement request) in the product: e.g. 6.6 with Hot Fix FIXS1101032 which might be represented as 6.6.100.5. Hot Fixes are not fully regression tested, and customers are therefore advised to install a Hot Fix only if it is believed they are experiencing the issue outlined in the Hot Fix notification. Hot Fixes are generally cumulative: e.g. they contain all other previously released Hot Fixes on the same Minor Release, Service Pack or Patch Release.

A Build is an internal version of a release that is used for quality testing purposes. For example, 5.6.000.1 is the first build for version 5.6. If problems are found with 5.6.000.1, then version 5.6.000.2 is created. If 5.6.000.2 passes all quality tests, then it will be the version released to customers. A Build number might not always be present in the version number.

A Hot Fix generally does not include any updates to training material or product documentation. Typically, the only documentation provided with a Hot Fix is a README file or Release Notes with a list of bugs fixed and installation instructions.

5.3 Maintenance Downloads

The following table outlines how Maintenance Updates are retrieved by product. If download information is unavailable for a particular product upgrade or update, contact Technical Support for assistance.

Product	Maintenance Updates
Physical Access	
Readers, Credentials	N/A
EasyLobby	Email or Download provided by HID Technical Support ¹
Networked Controllers (NAS)	Developer Center ² or HID Global Web Site 'Drivers and Downloads' section ⁴ for EDGE Solo, Discovery GUI, and Jumpstart
pivCLASS (including pivcheck)	http://www.pivcheck.com ³
Secure Issuance	
FARGO and Asure ID	HID Global Web Site 'Drivers and Downloads' section ⁴
Asure ID SDK	Developer Center ²
Identity Assurance	
ActivID	Direct End Users: http://portal.actividentity.com ⁵ Distributors, OEMs, Integrators: http://partnerportal.hidglobal.com ⁵
OMNIKEY	HID Global Web Site 'Drivers and Downloads' section ⁴ (including Keyboard Wedge)
Embedded Solutions	
OMNIKEY 5x27CK, UART SE Readers and Module, SE Processor	Developer Center ²

Table 5.1 Maintenance Updates by product

¹ Files are downloaded from a link provided by the Technical Support team or from an email provided to Maintenance subscribers.

² The developer center is found at <http://www.hidglobal.com/developer-center/>

³ Software and drivers are downloaded using the URL and login credentials provided upon purchase. It is possible to check if a new version of the software is available within the Codebench software.

⁴ The Drivers and Downloads section can be found at <http://www.hidglobal.com/drivers>. Asure ID software also has a built-in auto-notification of update feature.

⁵ The ActivID Direct End User Portal also allows customers to modify their alert subscriptions for: Hot fix Notifications, New Release Notifications, Security Alerts, and General Notifications (e.g. Technical Bulletin).

5.4 End Of Life

The End-Of-Life (EOL) policy varies depending on the HID product area. The EOL status of certain products can be found online:

<https://www.hidglobal.com/product-support-life-cycle>

For other products contact Technical Support for End-Of-Life information.

5.4.1 Embedded Solutions EOL

The EOL for embedded solutions products is managed through direct contact notifications with the embedded OEMs that have embedded the HID technology/product within their systems.

6 Support Procurement and Renewal Process

6.1 Overview

This section applies to Standard and Premium Support only – not Free or Custom Technical Support.

Normally, Standard or Premium Support is purchased at the time of initial product purchase and renewed annually. Support includes the ability to contact HID Technical Support and the provisioning of Maintenance. This section covers the particulars of Support procurement and renewal.

Note: For the ActivID Authentication Managed Service, Support is not procured separately. See Appendix A, *Managed Services* for more information on the ActivID Authentication Managed Service.

6.2 Initial Procurement

6.2.1 ActivID

HID highly recommends that customers purchase Technical Support at the time of initial software license purchase. The effective start date of the support subscription is the software delivery date. The start date is called out in the “proof of support” purchase document that is issued by HID after receiving the purchase order. The “proof of support” will contain information identifying the End User, the software under support, the support period of performance, and other details of the support purchased.

If support is not purchased with the software license, and support is desired at a later date, then the customer must purchase support with a support subscription start date of the original product purchase with the same one year expiration date, as well as an administrative fee of 15% of the list price.

Please note that direct end customers can only purchase Premium Support, while Distributors and Integrators can resell both Standard as well as Premium Support.

6.2.2 pivCLASS and Codebench

The initial year of Maintenance and Support for pivCLASS and Codebench is mandatory. The effective start date of the software support subscription is the date that the software license is downloaded. The effective start date of pivCLASS Authentication Module (PAM) purchase is the date of shipment from HID Global.

6.3 Renewal

Upon the expiration of the initial support period, support can be renewed for successive periods, which generally consist of additional one-year periods, or, for ActivID products, also multi-year periods.

ActivID products and licenses are co-terminated and pro-rated at the time of renewal. The renewal date for future renewals is to be agreed upon with the direct customer and/or authorized channel partner as well as their renewal account manager.

Either party may cancel the support subscription during any subsequent renewal period upon advance written notice (registered or electronic mail) of at least three (3) months prior to the anniversary date. Should the direct customer or authorized channel partner decide to cancel the support subscription, HID will not refund or credit the remaining service fees. Customers who have cancelled or are otherwise not current on their Support subscription will not be able to receive Technical Support or receive product Maintenance.

6.3.1 Reinstatement Fees and Termination

If a customer lets the support renewal lapse, yet pays within a three month period, then a reinstatement fee of 5% of the price of support for the lapsed period will be applied, and the renewed subscription will begin at the end of the previous subscription. If the lapse exceeds the three month period, then a 15% reinstatement fee of the price of support for the lapsed period will be applied, and the renewed subscription will begin at the end of the previous subscription. Normal support fees for the lapsed period apply.

Example: The yearly support fee of \$10,000 expires on March 31 and is allowed to lapse. On July 30th, the lapsed support fee is quoted at \$10,500 (\$10,000 for the yearly renewal and \$500 is 15% of the four month period (0.15 x \$3,333)). The new expiration date is still March 31 of the following year.

Customers opting to terminate their licenses, e.g. reduce the number of users, may also do so at the end of a maintenance period. Reimbursements of support fees for past periods will not be given. If the Customer wishes to increase the number of users in the future, then the Customer must purchase new licenses and support for the additional users.

6.4 Purchasing Additional Licenses with Support (ActivID)

HID policy is that when Support and Maintenance is purchased, it must be purchased for all active ActivID licenses and not a portion or subset of those licenses. When purchasing new licenses, all past expired licenses must be renewed for the same product installation.

7 Warranty, the Return Merchandize Authorization (RMA) Process, and special Hardware Support

7.1 Overview

Hardware Support options, Warranties, and RMA procedures vary by product. This section outlines what you need to know about hardware support.

7.2 PACS and Secure Issuance Products

7.2.1 Warranty

Readers, Credentials, Programmers, and Printers are covered by the Warranty terms found at https://www.hidglobal.com/sites/hidglobal.com/files/resource_files/current-warranty-policy.

EasyLobby products follow the Manufacturer's warranty which is generally a 1-year Warranty.

Additional Printer Warranties are available on the Partner Portal at <http://partnerportal.hidglobal.com>.

7.2.2 RMA

To initiate an RMA for a Reader, Credential, or Programmer, go to <http://www.hidglobal.com/rma> or contact an HID Global Customer Service representative.

For EasyLobby product returns, contact a Customer Service representative.

For FARGO products and Networked Controllers, contact Technical Support to initiate an RMA at <http://www.hidglobal.com/support>.

7.3 ActivID Products

7.3.1 Warranty

7.3.1.1 Warranty Period

- 4TRESS AS Appliance (pre-FT2011): 3 years
- 4TRESS AS / ActivID Appliance (FT2011 and later): 1 Year, extensible to 3 years at time of purchase
- CMS Appliance: 1 Year, extensible to 3 years at time of purchase
- Responder Appliance: 3 Years with next-day on-site warranty repair

7.3.1.2 Warranty Coverage

- Parts and Labor

7.3.2 RMA

For all ActivID products, the Customer is responsible for shipping charges back to HID. HID will cover shipping charges (including duties and taxes) to the Customer.

7.3.2.1 Appliances

If the HID Support representative determines an issue to be due to HID-supplied hardware, the support representative will work with the manufacturer and the customer together to resolve the issue. Depending on the manufacturer, this can involve phone and/or on-site support or shipping the appliance to a regional repair center. The customer must transfer any data from the original appliance to the replacement appliance. Any replacement

unit shipped is automatically invoiced. A credit note will only be issued once the original appliance is received in good shape and in a sellable order at the return address provided by HID. Instructions for handling field-replaceable items and all RMA procedures will be provided by HID Support. An extended warranty with on-site repair option is available. Contact your sales representative for details.

7.3.2.2 ActivID Tokens

RMAs for ActivID Tokens are issued under one of the following circumstances:

- A device has a hardware fault within the HID standard 1-year hardware warranty period, or
- A device is covered under the “Token Lifetime Replacement Program” (see section 7.3.2.2.1 below).

To initiate an RMA, contact HID ActivID Technical Support. Upon receipt of your request, HID Support will provide you with an RMA Information Document that includes a troubleshooting guide as well as an RMA form to describe and identify device problems.

Once you have submitted the forms back to HID Support and your request has been deemed valid, HID will assign you an RMA number and provide you with detailed instructions on where and how to send your RMA shipment.

Please make sure to write the RMA number visibly on the shipping box to ensure proper processing. Upon receipt, your shipment will be tested and all defective tokens will be exchanged.

Notes:

HID has sole discretion to determine whether to issue an RMA number and/or replace tokens. Hardware devices that are not found by HID to be defective will not be exchanged regardless of whether HID has issued an RMA number.

Depending on the quantity to be replaced, custom tokens may be replaced with standard tokens.

7.3.2.2.1 Token Lifetime Replacement Program

A device is covered by the Token Lifetime Replacement Program when it meets all of the following conditions:

- Device is one of the following:
 - ActivID Token One
 - ActivID Keychain Token
 - ActivID Pocket Token
 - ActivID Mini Token, or
 - ActivID Desktop Token
- Device has a batch number of 0840646 or higher
- The token has a hardware fault (e.g. missing pixels)
- The token being replaced must be part of a deployment of less than 5,000 devices with a valid, uninterrupted support subscription for one of the following products:
 - ActivID 4TRESS AAA Server for Remote Access
 - ActivID 4TRESS Authentication Server for Enterprise
 - ActivID 4TRESS Authentication Appliance for Enterprise

Note: Devices with expired batteries can be returned with the exception of the ActivID Token One, as the battery compartment can be opened with a screwdriver and batteries can be changed easily.

7.4 Embedded Solutions Products

The embedded solutions products are only able to be issued an RMA in cases which there is a verified issue. Contact the assigned Regional and/or Head Applications Engineer with all field reports to verify the issue verified before submitting a product RMA.

Also note that embedded OEM products that are manufactured into the host product may not be able to be returned. Please ensure that adequate incoming inspection processes are in place at the manufacturer.

Appendix A Managed Services

A.1 ActiviD Authentication Managed Service

Service Availability

HID will use commercially reasonable efforts to make the Services available 99.90% of the time. The Service availability will be calculated by dividing the total number of minutes of uptime in the Services during an applicable calendar month and excluding Unscheduled Downtime (but including minutes of Scheduled Downtime and minutes attributable to elements outside of HID's reasonable control, including, without limitation, the failure of any third party vendors or hosting providers, the Internet in general, or any emergency or force majeure event) by the total number of actual minutes in such month, multiplied by 100 ("Scheduled Uptime").

Scheduled Downtime

HID will use reasonable efforts to provide Customer with a minimum of 7 days advance notice for all scheduled downtime to perform system maintenance, backup and upgrade functions for the Services (the "Scheduled Downtime") if the Services will be unavailable due to the performance of system maintenance, backup and upgrade functions. Scheduled Downtime will not exceed 8 hours per month and will be scheduled in advance during off-peak hours (based on Pacific Time). HID will notify Customer's administrator via email of any Scheduled Downtime that will exceed 2 hours.

The duration of Scheduled Downtime is measured, in minutes, as the amount of elapsed time from when the Services are not available to perform operations to when the Services become available to perform operations. Daily system logs will be used to track Scheduled Downtime and any other Service outages.

Unscheduled Downtime

Unscheduled Downtime is defined as any time outside of the Scheduled Downtime when the Services are not available to perform operations, but excluding any outages caused by elements outside of HID's reasonable control (including, without limitation, the failure of any third party vendors or hosting providers, the Internet in general, or any emergency or force majeure event). The measurement is in minutes.

Appendix B HID Technical Support Holidays

B.1 US Offices Holidays

- New Year Day
- President's Day
- Good Friday*
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve*
- Christmas Day

* In 2015, Good Friday and Christmas Eve will be the two “floating holidays” which are subject to change from year to year

B.2 Mexico Office Holidays

- New Year's Day
- Constitution Day
- Benito Juarez Day
- Labor Day
- Mother's Day
- Independence Day (2 days)
- Revolution Day
- Christmas Eve
- Christmas Day
- New Year's Eve

B.3 Brazil Office Holidays

- Confraternização Universal
- Aniversario São Paulo
- Carnaval
- Cinzas
- Paixao de Christo
- Páscoa
- Tiradentes
- Dia do Trabalhador
- Corpus Christi
- Revolução Constitucionalista
- Independência do Brasil
- Nossa Senhora Aparecida
- Finados
- Proclamação da República
- Zumbi/Consciência Negra

- Natal (Christmas)

B.4 UK Offices Holidays

- New Year's Day
- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Day
- Boxing Day

B.5 France Office Holidays

- Jour de l'An (New Year's Day)
- Lundi de Pâques (Easter Monday)
- Fête du Travail (Labor Day)
- Armistice 1945
- Ascension
- Fête Nationale (National Day)
- Assomption
- Toussaint (All Saint's Day)
- Armistice 1918
- Noël (Christmas)

B.6 Hong Kong Office Holidays

- The first day of January
- Lunar New Year's Day
- The second day of Lunar New Year
- The third day of Lunar New Year
- Good Friday
- The day following Good Friday
- The day following Tomb Sweeping Day (Ch'ing Ming Chieh)
- The day following Easter Monday
- Labour Day
- The Birthday of the Buddha
- Dragon Boat Festival (Tuen Ng Jit)
- Hong Kong Special Administrative Region Establishment Day
- The day following the Chinese Mid-Autumn Festival
- National Day
- Double Ninth Festival (Chung Yeung)
- Christmas Day
- The first weekday after Christmas Day

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Revision History

Date	Author	Description	Document Version
Feb 20, 2013	Ben Erwin	Rebranding ActivIdentity to HID ActivID	4.7.5
Dec 17, 2013	Ben Erwin	HID Company-Wide Guide for Identity and Access Management (IAM)	5.0.0
Jan 24, 2014	Ben Erwin	Final copyedits	5.0.1
Feb 4, 2014	Ben Erwin	Corrected footnotes 3 and 4 in Table 2.1 Updated list of Professional Services to include Custom Training	5.0.2
Mar 7, 2014	Ben Erwin	Added Support for Russian in EMEA, French for PACS in EMEA	5.0.3
Sept 9, 2014	Ben Erwin	Added Holidays as Appendix B	5.0.4
Nov 13, 2014	Ben Erwin	Token batch number increased to 0840646. Updated corporate headquarters address. Section 5.4 on EOL updated to reflect new additions to the website.	5.1
May 08, 2015	Ben Erwin	Table 2.2 clarification on software Upgrades and Service Packs, various pivCLASS updates.	5.1.1
June 12, 2015	Ben Erwin	Added link to Sales Policy. Improved link to Warranty Policy	5.1.2
June 15, 2015	Ben Erwin	Updated text in 7.3.2.1 about Appliance RMA	5.1.3

Date	Author	Description	Document Version
July 18, 2015	Ben Erwin	Clarifying shipping policy for ActivID RMA	5.1.4
October 6, 2015	Ben Erwin	Removed Argentina holidays. Added Mexico holidays.	5.1.5

Corporate Headquarters

611 Center Ridge Drive
Austin, TX 78753
www.hidglobal.com
+1 949.732.2000

