



Customer Guide

December 2020

CATCH Intelligence

Technical Support

Customer Guide to CATCH Intelligence Technical Support

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GETTING STARTED

Thank you for choosing CATCH Intelligence. The Technical Support team is here to help you achieve the maximum return on investment (ROI) from your business intelligence (BI) investment. We look forward to supporting you as you reach your business goals.

This Customer Guide is subject to change. You can download the latest version at this link: [Customer Guide to CATCH Technical Support](#). If you require assistance accessing the link, please contact Technical Support. See [Contact Information](#).

Purpose of Document

This document acts as a source of information regarding:

1. Technical Support solutions available from CATCH Intelligence
2. How to interact with CATCH Intelligence Technical Support
3. Case-resolution process and expectations
4. Procedures for logging a case
5. Technical Support lifecycle policy
6. Resources available to help best leverage your BI solution

ENTERPRISE TECHNICAL SUPPORT OFFERINGS

Standard and Corporate Support Programs

CATCH Intelligence Technical Support provides business-day telephone, email, and online support. The Technical Support Desk is available to assist contracted clients with application issues that are not working “normally” or “as expected.” For help outside normal business hours (8:00 am to 5:00 pm Central Time), assistance can be addressed on a billable basis.

Additional training and mentoring are also available as a service on an hourly billable basis.

TECHNICAL SUPPORT FOR CUSTOM APPLICATIONS

CATCH Intelligence provides technical support for CATCH Intelligence-customized application code. This applies to newly created applications by CATCH Intelligence developers, as well as those customized from samples supplied by CATCH Intelligence. CATCH Intelligence Technical Support will determine if the problem is with the core SAP BusinessObjects product or the custom code. If the issue is with the custom code, Technical Support will provide best-efforts advice to correct the problem.

Our Technical Support team will also provide clarification and explanation around the specific functionality of software components used in application development. For example, we'll answer specific questions regarding documented properties, methods, events, function calls, and parameters. Customers can obtain assistance troubleshooting issues around SAP BusinessObjects software administration, back-end components, object models, and their sequence. Assistance is available for report design tools and infrastructure issues, as well. However, this assistance is limited to clarification and/or investigation into potential software errors and does not include training on how to use or configure the software.

While the CATCH Intelligence Technical Support team provides assistance with the types of issues noted above, we do not support custom code other than that developed by CATCH Intelligence, nor do we support the final application or functionality at the end-user level.

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POLICIES

Eligibility for Technical Support

As our customer, you're eligible for Technical Support services when you purchase a technical support program or service and possess a current support program agreement.

Technical Support Lifecycle

CATCH Intelligence-developed portal products are supported on SAP BusinessObjects-supported platforms. Consequently, CATCH Intelligence is committed to providing the most effective support for current SAP BusinessObjects products. We strive to put resources behind recent SAP BusinessObjects product releases to continually enhance and improve support for these offerings. We've defined the technical support lifecycle policy to support these objectives.

The technical support lifecycle is the period during which CATCH Intelligence or SAP BusinessObjects provides support for a product version. Please refer to the applicable CATCH Supported Platforms document associated with your CATCH software for additional details. For questions related to your specific version, or for more information, please contact us.

Definition of a Case

A case identifies a single reproducible issue, problem, or symptom. A case comprises all the activities required to resolve the issue once CATCH Intelligence Technical Support has been contacted. Our team assigns every case a unique number to track the case's progress.

When is a Case Closed?

CATCH Intelligence Technical Support puts the power to close cases directly into the hands of our customer. The technical support analyst will never close a case unilaterally. When the analyst determines that resolution has been achieved, they will put the case into "Proposed Close" status. This triggers an email sent to the primary customer contact on the issue. That email contains a summary of the case resolution, as well as a link for the customer to close the case. The customer is invited to close the case and provide feedback on the service they received by clicking the link in the email. They can also request the case to be reopened.

If no action is taken by the customer, a reminder is sent the following day. If there has been no response, the case is automatically closed on the second day.

Customers can check the status and details of any case at our online support site, <https://support.CATCHintelligence.com>. Contact support for credentials to access the Support Site.

Lapsed Technical Support Agreements

Without a current technical support agreement in place, customers may not access CATCH Intelligence's Technical Support Desk. Unfortunately, we cannot guarantee assistance to customers who allow their technical support program agreement to lapse, or who choose to not purchase technical support until an issue arises.

Before obtaining access to technical support services, customers without a valid technical support and maintenance agreement will be required to pay the current technical support and maintenance fees for a 12-month period, a reinstatement fee of the amount due from the point their technical assurance and maintenance agreement expired until the reinstatement date, and a 10% surcharge based on that same period.

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CONTACT CATCH INTELLIGENCE TO LOG A CASE

Support Times

- Business Hours constitute 8:00 am to 5:00 pm Central Time (CT), Monday through Friday.
- Emails and voicemails received between 8:00 a.m. and 4:00 p.m. CT Monday through Friday (non-holiday) will be responded to within no more than 4 business hours of receipt.
 - Errors classified with a Priority 1 Severity Level will be responded to with urgency as is appropriate for the criticality. See [Case Severity Levels](#) for more information on Priority 1 issues.
 - Emails and calls received after 4:00 pm CT on Monday through Thursday will be returned no later than 9:00 am CT the following day (non-holiday).
 - Emails and calls received after 4:00 pm CT on Fridays will be returned no later than 9:00 am CST Monday (non-holiday).
- For help outside normal business hours (8:00am to 5:00 pm CT), additional assistance can be prearranged on a billable basis.

Contact Information

There are three ways to make a request for assistance from CATCH Technical Support.

1. By phone: 402-715-5800, Option 6
2. Email: techsupport@CATCHintelligence.com
3. Self-service Technical Site: <https://support.CATCHintelligence.com>

Self-Service CATCH Technical Support Site

The CATCH Technical Support Site is available 24/7/365. Through it you can:

- Check the status of individual cases associated with your company.
- Submit new cases to be reviewed and addressed by CATCH technical support analysts.
- Update existing cases with additional information, supportive documentation, screen captures, etc. to aid in achieving a rapid resolution.
- Close cases upon confirmation of a resolution.
- Refer back to cases in your company history that may be helpful in dealing with a current problem.
- Perform self-guided troubleshooting through the SAP BusinessObjects Knowledge Base (KB), which is normally unavailable to the public.

Obtain login access to the CATCH Technical Support Site by submitting a request to techsupport@CATCHintelligence.com.

LOGGING A CASE

General Checklist Prior to Logging a Case

Before you log a case, please ensure you have worked through the checklist provided in [APPENDIX B. CUSTOMER CHECKLIST](#).

Review CATCH Intelligence Product Documentation

We recommend that you review the CATCH product documentation before contacting CATCH Intelligence, which includes Product Guides, the CATCH Supported Platforms document, and Release Notes (contains known issues). Our product documentation, which can be found in the application's Documentation folder, includes a range of information – such as facts about product features, best practices, and recommendations. The CATCH Supported Platforms document details which software configurations have been tested in the CATCH Quality Assurance (QA) environment. Familiarizing yourself with these materials will often allow you to address issues quickly and easily without needing to contact Technical Support.

Review SAP BusinessObjects Product Documentation

The **SAP BusinessObjects BI Platform Supported Platforms (PAM)** document contains information on supported configurations, new connectivity, and deployment environments. SAP BusinessObjects products are supported on a range of hardware and software configurations. The configurations – sometimes known as the certified operating environments – are detailed in the supported platforms documentation. Each supported configuration has passed rigorous quality testing prior to being added to the supported platforms documentation. A supported configuration is defined as a specific combination of hardware and software that has undergone the full SAP BusinessObjects QA cycle and is certified to work as specified in the product documentation.

Unsupported Configurations

Unsupported configurations include elements that have not been certified by SAP BusinessObjects (e.g., third-party emulators and connectivity software, beta products from other vendors, and certain databases or language versions) or tested in CATCH's QA environment. If the exact configuration (i.e., matching combination and versions of hardware and software) cannot be found in the CATCH or SAP supported platforms documentation, the product may still function. However, since the product has not been tested in CATCH's or SAP's BusinessObjects QA environment, product performance cannot be predicted. If you encounter a problem while you're running on an unsupported platform, Technical Support will assist you to the best of our ability. Unfortunately, we cannot escalate issues requiring code corrections to our product group unless the issue is reproducible on a supported platform. Our Technical Support team will determine whether the problem is an issue with CATCH or SAP BusinessObjects software by asking you to reproduce the problem using a supported configuration. If we determine it is not a CATCH or SAP BusinessObjects issue, we may refer you to a third party (e.g., a database vendor) for assistance.

Prepare a Minimum Reproducible Case

Technical Support recommends preparing a minimal reproducible case before contacting us. To assist you with troubleshooting, we require:

- A complete workflow that an engineer can follow to reproduce the expected results
- Supported configuration details
- Associated files illustrating the case (e.g., sample reports, documents, universes, etc.)
- Five to 10 lines of code or a structured query language (SQL) statement that clearly demonstrates the problem against the demo database provided on the installation media.

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CASE MANAGEMENT

Response Time Guidelines

You and your technical support analyst will work together to assign the appropriate severity level to your case, reflecting the nature and urgency of the case. A lower severity level does not mean that we devote less time or energy to resolving your problem quickly and efficiently. If you feel you've encountered a Priority 1 issue (i.e., an issue of the highest severity level, see [Case Severity Levels](#)), please contact CATCH Intelligence via telephone.

Note: When possible, Technical Support will attempt to provide a workaround for your case until the problem can be resolved.

Remote Diagnostics

We use remote diagnostic tools to interact with a customer's technical configuration. This technology allows our analysts to view your SAP BusinessObjects deployment, and to accurately diagnose and remedy the issue in a timely manner.

We're pleased to offer our customers access to a secure, real-time remote support software tool that uses the Internet to connect you directly to a technical support analyst. This allows our analysts to witness your issue firsthand and eliminates many troubleshooting steps, so your issue can be diagnosed faster.

After calling Technical Support, instructions will be emailed to you by the analyst if a remote session connection is required.

Once the connection is established, the analyst will be able to see your desktop and may also request to view critical system information, such as your operating system or registry information. With this information and your permission, your analyst will fix the problem while you maintain the security of your computer and your files. All this takes place while you're on the telephone with your technical support analyst, so you can hear and see the steps being taken. This interactivity makes it not only a problem-solving tool, but also a hands-on educational experience for you.

Case Escalation – Multi-Level Technical Support

Technical Support is subdivided into levels, in order to better serve a business or customer base. The reason for providing a multi-leveled support system instead of one general support group is to provide the best possible service in the most efficient possible manner. The customer notifies the Technical Support Desk of his or her issue, and the Technical Support Desk issues a case that has details of the problem. Based on the following descriptions, the case is routed to the appropriate CATCH Intelligence Resource.

First Level Technical Support is prepared to answer the most commonly asked questions or provide resolutions that often belong in a Frequently Asked Questions (FAQ) article or knowledge base. If the issue is unresolved at the first level, the ticket is escalated to a higher level that has the necessary resources to handle more difficult calls. If necessary, a third line of support, which deals with software-specific needs, such as updates and bug-fixes that affect the client directly, may need to be implemented.

Level I

Level I Technical Support gathers the customer information and analyzes symptoms in an attempt to determine the underlying problem. Resolution at Level I occurs when an issue can be easily resolved by a technical support analyst during a remote support session, researched and the answer is found within an SAP KB article, or similar situations.

When analyzing the symptoms, it is important for Level I Technical Support to identify what the customer is trying to accomplish so that time is not wasted on attempting to solve a symptom instead of a problem. Once identification of the underlying problem is established, Level I Technical Support then sorts through the possible solutions available.

If the technical support analyst is able to resolve the issue, the case is closed and updated with documentation of the solution for future reference by other technical support analysts.

If the issue is unable to be resolved by the technical support analyst, the analyst will document what was attempted, and the issue will be escalated to Level II or Level III, as appropriate.

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Level II

Level II Technical Support requires involvement from a CATCH Consultant, CATCH BusinessObjects Administrator, or SAP technical support. Often, more specialized experience and knowledge on a particular product is needed to research the problem further or delve deeper into the customer's environmental settings during a remote support session. Resolution at Level II occurs when an issue is resolved without code development by CATCH Intelligence developers or without submitting the issue to SAP for correction in a future Support Pack.

Level II Technical Support will review the case history to understand the symptoms and prior analysis/actions. Level II technical support may require additional on-site Consultant support via a Managed Services Agreement (MSA) to research or resolve issues that have complexity due to the customer's configuration or environment.

If the issue is able to be resolved at Level II, the case is closed and updated with documentation of the solution for future reference by technical support analysts.

If it is determined the issue requires software code development by CATCH Intelligence or needs to be submitted to SAP for correction in a future Support Pack, the determination will be documented, and the issue will be escalated to Level III.

Level III

Level III Technical Support involves code development to resolve the issue. If it is determined at Level I or Level II that the issue cannot be resolved without modifying software code, the issue will either be submitted to CATCH Intelligence developers or to SAP BusinessObjects technical support, as appropriate.

Case Severity Levels

Calls are logged as the following severity levels:

- Priority 1: These issues are considered **high** priority and are addressed the day they are reported in accordance with hours detailed in [Support Times](#). We will, during business hours, make all reasonable efforts to immediately work with you to return the system to a stable environment. A Priority 1 issue is an issue that results in significant loss of operations (e.g., production down).
- Priority 2: These issues are considered **medium** priority and are addressed after all priority 1 issues have been addressed in accordance with hours detailed in [Support Times](#).
- Priority 3: These issues are considered **low** priority and are addressed after all priority 1 and 2 issues have been addressed in accordance with hours detailed in [Support Times](#). Priority 3 issues have a workaround to the problem and are often cosmetic or design issues that cause a small or no inconvenience.

An issue is then assigned an Issue Type/Subject. We currently categorize all of our issues as one of the following issue types:

- Error message
- Connectivity
- Installation
- Design issue
- Customization
- Print problem
- Database/data set
- Software bug
- Hardware

An exact description of the issue is then entered. During the course of the resolution, technical support analysts will add the notes of all the work accomplished on the issue. This provides a detailed description of the actions taken to close the issue.

UPDATES AND MAINTENANCE

Support Packs, Patches, and Hot Fixes

A Support Pack (SP) is a single installation package for updating a SAP BusinessObjects product. SPs are intended as maintenance-type updates for a wide audience, and are designed to provide complete product updates with no custom-install option. Patches up to a certain cut-off date are integrated into an SP, thus allowing SPs to be installed as a single unit – offering greater system stability.

Patches are code corrections that are released individually and later distributed together in a support pack (SP).

A Hotfix is typically an emergency software release designed to fix a specific critical problem with the software and a delay to the scheduled patch release date is determined to be unreasonable.

Access to and assistance with software updates can be acquired from CATCH Intelligence by submitting a request to techsupport@CATCHintelligence.com.

Renewing Support and Maintenance

By renewing your technical support agreement, you'll receive regular product updates and uninterrupted support of your SAP BusinessObjects and CATCH Intelligence products. Keeping your product up-to-date ensures easier migration to new releases.

Our Technical Support team will proactively work with you to ensure you are aware of the details of your assurance program agreement and its expiration. If you have questions regarding your account, contact your Account Manager.

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APPENDIX A. DOCUMENT HISTORY

This section provides a history of major changes to the document.

Date	Description
1/2020	Updated document template, clarified sections on product documentation, updated Technical Support Levels definition, created Customer checklist, other minor edits
4/2020	Updated the number of days in which a case will close and when reminder emails are sent to clients.
12/2020	Added the link to the latest version of this document to the Getting Started introduction. Updated when a reminder email is sent to clients and when a case will close if no response.

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APPENDIX B. CUSTOMER CHECKLIST

Prior to logging a case with CATCH Intelligence Technical Support, please complete the following checklist.

General Checklist:	
	Review the CATCH software guides, supported platforms documentation, and release notes included with your product to insure the CATCH software has been installed in complete accordance with the installation instructions and configuration requirements (located in the Documentation folder with your product's installation media).
	Review the SAP software guide and supported platforms documentation to insure the SAP software has been installed in complete accordance with the installation instructions and configuration requirements (accessible via the Help menu in the SAP application).
	Perform reasonable diligence to ensure that the problem being reported is not due to the presence of, or the defect of, any third-party software or components, licensed or otherwise, which may be causing the Software provided by CATCH Intelligence to fail.
	Perform reasonable diligence to ensure the problem being reported is not the result of any defect of the underlying platform or any of its components, licensed or otherwise, which may be causing the Software provided by CATCH Intelligence to fail.
	Ensure that the problem is reproducible.
	Determine if the problem is isolated to one machine or affects many machines.
	Determine if the problem has occurred previously.
	Attempt to use SAP's eFashion sample data/universe included with BusinessObjects, and verify that the same problem exists.
	Note any recent changes made to your system.
	Verify your database connectivity and availability.
	Ensure you're meeting the guidelines for software development kits (SDKs) (if applicable).
	Determine if changes have been made to the universe (if applicable).
Prior to logging your case, ensure you have immediate access to the following information:	
	Case number (if it's an ongoing issue)
	The type and version of your operating system and database(s)
	Your network configuration (if applicable)
	Any updates you've downloaded from our support site and applied to your implementation
	Steps you took before and after the problem occurred
	The exact wording of any error messages and a description of what you were doing when the error(s) occurred (if applicable)
	The report, the universe (if applicable), your version of SAP BusinessObjects software, the client or server middleware, the client, the PC or server configuration, and any aspects of software security
Prepare a Minimum Reproducible Case	
Technical Support recommends preparing a minimal reproducible case before contacting us. To assist you with troubleshooting, please provide the following:	
	A complete workflow that an engineer can follow to reproduce the expected results
	Supported configuration details
	Associated files illustrating the case (e.g., sample reports, documents, universes, etc.)
	Five (5) to ten (10) lines of code or a structured query language (SQL) statement that clearly demonstrates the problem against the demo database provided on the installation media



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