

opentext™

The Information Company

Extended Support Handbook

OpenText™ File Intelligence, xPression, ApplicationXtender, InfoArchive, Captiva, and Documentum

Program Overview

Once the Current Maintenance period ends, a product enters Sustaining Maintenance. If a Software Maintenance subscriber needs the ability to open Support Requests on product versions in Sustaining Maintenance, an Extended Support plan must be purchased. The Extended Support Plan is an addition to existing Software Maintenance and Support fees.

This OpenText Extended Support Program (OT Extended Support) extends the ability of Customers to receive Support Services and Product Patches for Support Requests classified as Critical, as defined by OT, for OpenText File Intelligence, xPression, ApplicationXtender, InfoArchive, Captiva, and Documentum products that have reached the end of their Current Maintenance period and are available in Sustaining Maintenance.

Extended Support features include:

- Ability to open a Support Request for product versions in Sustaining Maintenance
- Ability to request a Product Patch for Support Requests classified by OT as Critical

Terms and Conditions

1. OT Extended Support is in addition to the OT Software Maintenance Program and legacy Basic, Enhanced or Premium Support programs (“Maintenance Programs”). All terms and definitions from the applicable OT Software Maintenance Program Handbook apply to OT Extended Support unless explicitly stated otherwise in this OT Extended Support Handbook.
2. Customer must be a subscriber, through the duration of the OT Extended Support program, to one of the Maintenance Programs.
3. OT Extended Support Program (OT Extended Support) is available for OpenText File Intelligence, xPression, ApplicationXtender, InfoArchive, Captiva, and Documentum products that have reached the end of their Current Maintenance period and are available in Sustaining Maintenance.
4. For product versions prior to 16.x, OT Extended Support is available for up to three years from the date the product enters Sustaining Maintenance.
5. For product versions post 16.x, OT Extended Support is available for up to two years from the date the product enters Sustaining Maintenance.
6. OT Extended Support is available for eligible products only to address new, non-duplicate production-down issues raised as bugs by customer and as confirmed by OT Customer Support from the date the product version enters Sustaining Maintenance.
7. Any required Product Patch will be made available only in the most recent Update of the product version that has entered Sustaining Maintenance. If a customer is on an older patch, the customer will first need to apply the most recent Update.
8. OT Extended Support shall be available only to fix those issues that OT Customer Support recognizes as a product bug, and not to introduce either new functionality, or retro-fit functionality or fixes, available in later versions of the Covered Software. OT Extended Support is available only for officially-supported module, platform and client combinations. “Officially supported” status is determined on a case-by-case basis during the initial SR review process using Documentation for the module(s) in question.
9. The OT Extended Support period is as specified on the Renewal Notice or Order Form.
10. Product Patches on any customizations or non-OT products is NOT included.

11. OT is not responsible for providing OT Extended Support to the extent that addressing production down issues is dependent on unresolved issues with third party products including, but not limited to, unavailability of third party support.

Contact

Contact your OT Support Renewals Specialist at ECD-SUPPORTRENEWALS@opentext.com
or Support Programs at supportprograms@opentext.com

www.opentext.com/contact

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