

# Maintenance and Support explained

What is the Maintenance and Support plan?

In short, it's a contract, tied to a software license, that entitles customers to the following:

- All updates/upgrades to all minor and major versions released during the subscription coverage period
- Documentation, and knowledge base access
- Email/ticket support **when incidents occur** (for example if the software has a bug or is behaving differently from the documented way)
- Remote assistance support (exclusively when deemed necessary and offered by Syncplify support staff)

To provide you with the best possible support, we kindly ask you to **make sure you're running the latest version of Syncplify Server! before submitting a support request**. Our team is constantly working to improve the software and fix reported issues, so the most recent version will most likely already fix what you're attempting to report. If you're experiencing an issue with an older version, updating to the latest release will likely solve it and save you time. Should you still experience the same problem while using the most current version, our support team will be more than happy to assist you promptly.

Given all the above, it is therefore of fundamental importance to **understand what incidents are** :

- if the software is behaving differently from Syncplify's official documentation, or you have identified a bug, that is an incident, and its resolution is included in the Maintenance and Support plan (if active)
- if you simply don't know how to do something, that's not an incident, and we kindly ask you to – please – read the documentation and search the knowledge base before contacting our support team (we're deeply grateful for your understanding) - if you still prefer us to perform these tasks for you, please keep in mind that these won't be covered by your Maintenance/Support plan, and will be instead [Professional Services](#)

The cost for a maintenance/support plan is typically around **30% of the license MSRP**. However, if you select multiple years of maintenance and support during your license purchase process, a discount is applied based on the number of years you wish to pre-pay for. So, for example, if you buy a single Basic license (\$349) your annual optional subscription cost will be \$104.70; another example: if you buy 2 Professional licenses without WebClient! (\$849 each, total \$1698) your

annual optional subscription cost will be \$509.40 ( $\$254.70 * 2$ ).

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