LabWare Guideline

Engaging LabWare Support

www.labware.com
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**RELEASE & CHANGE CONTROL**

<table>
<thead>
<tr>
<th>Version</th>
<th>Issue By / Date</th>
<th>Reason For Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>John Perry / 10-09-2002</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Nate Regouski / 16-5-2016</td>
<td></td>
</tr>
</tbody>
</table>
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1. Introduction

LabWare provides a comprehensive maintenance and support service to ensure that you obtain the most benefit from your investment. The flexible suite of services enables you to access our support systems and experts quickly and conveniently, according to your needs.

Owning a Laboratory Enterprise System is a long term investment. Our priorities are to ensure smooth, reliable operation and to facilitate upgrades and enhancements so that our customers continue to benefit from the best ELP technology available. We are committed to providing the highest quality support possible by providing on-line support systems and employing dedicated support consultants worldwide.

All LabWare products are supplied with maintenance and support that may be extended with annual renewable maintenance contracts. If you have questions about your contract, please contact your regional LabWare support desk or LabWare account manager for assistance.

Additional application support services tailored to each customer’s needs can be purchased to further facilitate ongoing post go-live support and/or administration of your LabWare implementation.

This document details LabWare’s standard maintenance and support services as well as additional services available once the system has reached production stage. It is targeted to the LabWare ELP administrators, who play an important role in supporting the LabWare deployment. The LabWare maintenance and support service is not designed to support end users.

2. Definitions of Terminology

The following terms are used throughout this document and are defined here to facilitate understanding and readability of the information contained within:

**Primary Support Contact (PSC)** – AKA nominate contact. The qualified person or persons designated by the customer as the individual(s) who are eligible to liaise with LabWare product support.

**Product Support** – Basic defect support provided under the terms and conditions outlined in the standard maintenance agreement.

**Application Support** – AKA configuration support or post go-live support. Additional services provided by LabWare to support customer implementations after go-live.

**Enterprise Laboratory Platform** – AKA ELP. Comprehensive software suite and modules delivered to meet an array of LabWare business needs and requirements.

**LabWare Module** – Add-on module to provide additional or enhanced functionality to the base LabWare software.

**DevTrack** – LabWare module management system, available via the web site, from which released and in-development modules can be downloaded.

**LabTrack** – Product defect reporting system, accessible via the LabWare web site, from which issued patches can be downloaded for released modules and maintenance releases.

**Alpha Track** – LabWare defect or enhancement reporting system used to manage changes to unreleased modules.
SupportTrack – LabWare product support incident management system. Used to record and facilitate communication related to customer and consultant requests to the LabWare support desk.

Maintenance Release – Periodic release of a single update that corrects numerous defects related to a product version or module version. Maintenance releases are a composite collection of many LabTracks issued over a specific period of time.

KnowledgeTrack – LabWare knowledge sharing database for common community suggestions, tools, best practices, and other information that is of value to deploying, managing, and administering LabWare product and modules.

WishTrack – System for requesting functional enhancements to LabWare products and modules, accessible via LabWare.com.

3. Overview of LabWare Maintenance and Support

LabWare ELP is a business critical system, which will change, grow, and develop with customers business over the course of time. Most LabWare customers have replaced their LIMS or ELN systems with LabWare due to poor long-term supportability or lack of functionality. Each year, LabWare reinvests a large percentage of its revenue on research and development. For customers with a current and active maintenance contract LabWare, maintenance gives you continuous access to the functionality and technology developed from this investment by providing:

- Major upgrades of LabWare products.
- Minor versions, patches, and optional modules are distributed via the LabWare Support website. New modules are continuously developed and provide a great way of extending the system into new areas and reflect changing business and regulatory needs.
- Most modules are available, at no additional cost, to all customers with a current maintenance agreement. However, LabWare offers a very small number of modules that are not included in the cost of our license. These modules and their cost are defined in a customer quotation. Updates or downloads for such modules will be limited to customers who have purchased them.

The architecture and flexibility of LabWare ELP empowers the system administrator to continue configuring the system as the business changes. By virtue of applying modules, patches and/or further configuration, the administrator can enhance the system over time to meet changing business needs and provide the primary day-to-day support to end users and customers.

The Primary Support Contact(s) (see Appendix 2) gain access to the following services to help them with their day-to-day administration of the LabWare system:

- Product Support - access to our team of product support professionals who provide valuable information, technical guidance, and facilitate correction of product defects.
- Online Support Services – unlimited access to online LabWare resources including LabTrack, DevTrack, WishTrack and KnowledgeTrack databases.
ENGAGING LABWARE SUPPORT

- Membership to the LabWare List Server – a forum for discussion and exchange of ideas between LabWare customers, users, LabWare employees, and consultants around the world.
- LabWare News – LabWare updates that keep customers informed of new LabWare features, training courses, and news distributed through the List Server.
- An invitation to the annual regional LabWare Customer Education Conferences (CEC), except in special cases where other contractual arrangements have been made.

NOTE 1: LabWare’s product support team works closely with LabWare Post Go-Live Services team to provide extended support beyond the base LabWare products to assure smooth, ongoing operation of customer’s total configured LabWare environments. Post Go-Live Services can be contractually arranged for an additional fee on a customer-by-customer basis to suit every deployment and maintenance strategy.

4. LabWare Administrator Role & Primary Support Contact

4.1. The LabWare Administrator

The LabWare Administrator provides the day-to-day support for the laboratory platform. Depending on the size of the organization, the administrator(s) may be supported by several different groups of people including IT and a customer’s internal help desk team. The administrator is typically employed by the customer, but alternately can be contracted directly from LabWare for an additional cost.

During the implementation phase the administrator ideally participates in the implementation project so that when the system goes live, they have a high degree of understanding of the underlying configuration. This concept of “configuration ownership” is very important. The person(s) fulfilling the LabWare Administrator role must:

- Successfully complete key LabWare Administration courses and other necessary training to assure understanding of technology and techniques required to administer the deployment.
- Maintain knowledge of the necessary and recommended updates, apply updates, submit product support requests, and perform common maintenance and troubleshooting practices.
- Proficiency in making and testing configuration changes on the test system before applying them to the production system.
- Familiarity with industry and company specific change control SOPs and best practices.
- Interface with internal customer teams required for the successful deployment and maintenance of LabWare ELP (validation, IT, instrumentation experts, etc.).

A LabWare Administrator’s job responsibilities may include, but are not limited to:

- Support end-users (or site help desk team) for resolving end user issues.
• Work with IT to help support the infrastructure used to deploy the ELP environment.
• Document site specific use of the deployed ELP system.
• Provide end-user training.
• Engage and work with LabWare consultants to further configure the system, deploy functional enhancements, and correct configuration issues.
• Engage and work with LabWare Product Support to troubleshoot, isolate, and correct LabWare product defects.

The LabWare maintenance service is not designed to support end-users. It is a service designed to support the LabWare administrator and their team. If the LabWare administrator changes, proper handover and training is essential. Further details of the customers' role in maintaining their system is provided in Appendix 1.4.

For further information on the importance of a LabWare administrator, see the related white paper on the LabWare support website under the Information Resources > White Papers section.

4.2. The Primary Support Contact

When you purchase the standard maintenance service, the primary support contact (PSC) for your site will be designated. For most companies, the LabWare administrator is designated as the sole PSC. A company or site can have more than one PSC; however, there is an annual fee for each PSC. The PSCs are the only people authorized to contact the LabWare support desk with product support requests. This is established to protect your company and your software as this arrangement ensures that only authorized, highly experienced people can engage LabWare to investigate or make modifications to your system. Designated PSC(s) also provide a focal point for the transfer of knowledge and skills.

If an unauthorized person requests support, they will be instructed to contact your PSC. Only in an emergency, we will begin working on a call with an unauthorized contact on an exception basis, subject to later verification. Internal arrangements will need to be made when the PSC is on leave. Secondary Support Contacts (SCS) should be specified with LabWare in advance.

We recommend that you choose your PSCs with care. The PSC needs to be an individual who is knowledgeable about your technical environment and must have completed the appropriate LabWare training courses required to administer and maintain your LabWare environment. In some cases, additional extended training will be required for PSC’s to effectively administer your LabWare deployment. Examples include systems that utilize LabWare Web deployment, and environments that heavily utilize scheduler or background processing capabilities. Normally, the PSC will be the person who is primarily responsible for the implementation and on-going operation of the system. They also need to be readily accessible to other staff for questions, guidance, and emergency investigation.

If the designated person will no longer be available to act effectively as the nominated contact, a handover plan will need to be put in place before the current PSC leaves the support role. If this is
not possible, LabWare offers a range of training courses. It is the customer's responsibility to ensure a sufficiently trained and skilled administrator is available to support the system.

Although rare, some customers purchase a multiple PSC designation as part of their maintenance and support contract. This is acceptable and encouraged for larger LabWare deployments. For more information, contact your LabWare account manager.

In order for LabWare to advise customers of important events and potential issues, customers are required to notify LabWare when the designated PSC changes. LabWare provides online services via LabWare.com to allow customers to notify us of changes to the PSC for your company.

5. Engaging LabWare Product Support

5.1. Submitting Requests to LabWare Product Support

The PSC(s) can submit requests via one of the following methods (specific contact details are detailed in section 5.2):

- Submit a request via the Product Support request form at LabWare.com (Preferred)
- Send an email to your regional support office
- Telephone your regional support office

PSC's are strongly encouraged to use the support request form on the web site when making initial submissions to SupportTrack. This form facilitates the collection of information required to allow for the most efficient response and resolution to the request. An example of an ideal submission is provided in section 5.3.

After submitting a new issue via the online request form, you will receive an automatic reply email advising you of the SupportTrack ID for the request. Please record this SupportTrack ID. It will be required when communicating with LabWare Support at any stage of the request lifecycle. The request is then assigned to a LabWare support representative for review and resolution.

When making your initial submission it is important to designate the issue priority. This information helps LabWare allocate necessary resources to handling the request accordingly to meet your needs. For urgent issues (refer to Section 5.4 for priority classifications) it is recommended that the PSC submit a request via the web site or email, followed by contacting LabWare support by telephone soon after completing the submission. This assures such requests are handled quickly and by the most appropriate support representative.

When reporting errors, specific information is required by the LabWare support team to proceed with isolation and resolution of the error. This information may include:

- Detailed steps necessary to reproduce the error on a base LabWare environment.
- A Support Log file
- Supporting configuration objects (e.g. analysis, sample login templates, product objects, experiment workbook templates)
Details relating to dynamic data necessary to demonstrate the issue.

In rare cases, application files and/or a database.

If the LIMS administrator cannot provide the required verification steps or data, the regional support manager or other technical experts may contact you to suggest additional troubleshooting steps or to request additional details. If the issue is complex and related to configuration, customers may be advised contact their LabWare account manager to arrange for consulting services or post go-live services.

It is the responsibility of the PSC or Admin to perform preliminary isolation of bugs or undesirable behaviors prior to submitting to LabWare product support. This is necessary due to the highly configurable nature of the LabWare application and modules. Examples of steps that may be required before submitting an issue include:

- Demonstrate the issue on your internal test or development environments.
- Demonstrate the issue in a base LabWare database.
- Temporarily remove unrelated modules or patches from a test environment to determine if they are related to or impacting the issue.
- Temporarily applying the latest patches or modules to a test environment to determine if the issue has been previously addressed.
- Eliminate overly complex LIMS Basic that may be causing or impacting the issue.
- Eliminate overly complex configuration that may be impacting the issue.
- Create an Access database that can be submitted to LabWare to allow support staff to internally demonstrate the issue to developers.

LabWare Admin 2 course materials cover issue isolation and submission in greater detail.

It is against LabWare support procedures to work with customers outside of the defined support mechanisms. Please refrain from emailing support personnel directly with information or requests related to product support.

5.2. Regional Support Contact Details

Our world wide Support Team is organized regionally. Contact details for each regional support center are as follows:

<table>
<thead>
<tr>
<th>Region</th>
<th>Phone / Fax</th>
<th>Email</th>
<th>Support Hours</th>
</tr>
</thead>
</table>
| North America | Tel: +1 302 661 2345  
Fax: +1 302 658 7894 | supportNA@labware.com | 9:00am to 5:00pm EST  
14:00 to 22:00 GMT* |
| Europe     | Tel: +44 (0) 161 927 5600  
Fax: +44 (0) 161 927 5601 | supportEU@labware.com | 9:00am to 5:00pm GMT  
09:00 to 17:00 GMT* |
<table>
<thead>
<tr>
<th>Region</th>
<th>Phone / Fax</th>
<th>Email</th>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>Tel: +911 33 2357 2492</td>
<td><a href="mailto:supportEU@labware.com">supportEU@labware.com</a></td>
<td>9.30 am to 6.00 pm IST 5.0 to 1.30 GMT*</td>
</tr>
<tr>
<td></td>
<td>Fax: +91 33 2357 2470</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>Tel: +27 (11) 516 8700</td>
<td><a href="mailto:supportZA@labware.com">supportZA@labware.com</a></td>
<td>9:00 am to 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>Fax: +27 (11) 463 5728</td>
<td></td>
<td>07:00 to 15:00 GMT*</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>Tel: +61 (0) 3 9380 7719</td>
<td><a href="mailto:supportAP@labware.com">supportAP@labware.com</a></td>
<td>9:00 am to 5:00 pm AEST</td>
</tr>
<tr>
<td></td>
<td>Fax: +61 (0) 3 9499 7366</td>
<td></td>
<td>23:00 to 07:00 GMT*</td>
</tr>
<tr>
<td>Latin America</td>
<td></td>
<td><a href="mailto:supportLA@labware.com">supportLA@labware.com</a></td>
<td>8:30 am to 5:00 pm Brazil EST</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>20:30 to 04:00 GMT*</td>
</tr>
<tr>
<td>Middle East</td>
<td>Tel: +966 (0)13 893 6616</td>
<td><a href="mailto:supportME@labware.com">supportME@labware.com</a></td>
<td>7:30 am to 4:30 pm KSA (Sun-Thur)</td>
</tr>
<tr>
<td></td>
<td>Fax: +966 (0)13 893 6165</td>
<td></td>
<td>4:30 am to 1:30pm GMT*</td>
</tr>
</tbody>
</table>

* GMT equivalent times are provided as a guideline only since these will change slightly during the year due to daylight savings in each country.

The support service operates **Monday – Friday** excluding public holidays relevant to the regions in question, except the Middle East office, which works Sunday to Thursday.

### 5.3. Example of an Ideal Support Request

**Subject/Summary:** Users experience runtime error when logging samples.

**Body/Details:**

Users report runtime error "includes: not understood" when logging samples. All but one of our sample templates work fine.

I have removed all fields except "INJECTIONS" and "CUSTOMER" and determined that these two fields combined, and on the same template, lead to the problem. This example template has been exported and attached to help you demonstrate the issue as well.

The scenario was also tested on a test environment with all letter and module patches. The issue still occurs on the test system.

**Steps to Demonstrate the Issue:**

1. Import the attached xml sample template (DEMO).
2. Open sample template DEMO.
3. Set the injections number to 20.
4. Select any customer record.
5. Attempt to log a sample. RTE will occur.

I’ll be on vacation this week but you can contact the secondary support contact, YYY at 123-345-4567 to follow up. I have described the issue to this person and copied them on all correspondence.

**Files Included:** Support.log, sample_template.xml

For each submission, provide additional details that may be relevant to the support request, such as:

Name of Company (if you are a contractor)

- Operating System
- Database Platform
- Is the problem reproducible by you?
- Is the problem reproducible by others?
- Is the problem reproducible on other environments (test, dev, prod)?
- Web or Windows client.

5.4. **Assigning a Priority to the Request**

A request priority is assigned based on the problem’s urgency and its’ impact on your business. The priority may change during consultation with you as a call progresses.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Problem Type</th>
<th>Problem description</th>
</tr>
</thead>
</table>
| 1        | Critical Operational Impact on Live Production environment | A Priority 1 Error (P1) is an error within one of LabWare’s products or modules that makes on-going operation of a critical part of your business impossible. An example of what would be considered P1 include, but are not limited to:  
- An issue that makes sample login impossible or inaccurate  
- An issue that makes result entry impossible or inaccurate  
- A serious issue that causes erroneous data to be stored in the database that cannot easily be corrected and is time critical to be accurate.  
A P1 does not include an issue that, while significant, does not prevent the operation of your business from running. Examples of what would not be P1 are:  
- Any error on a report; since this would be an administrator configuration issue |
### Priority 2

**Problem Type:** Serious Systems issues on live production environment

A Priority 2 Error (P2) represents a serious system error within any of LabWare’s products that, while it does not prevent the on-going operation of your business, does seriously affect an important part of the business. Examples of P2 issues are:

- System events not firing correctly under some circumstances, requiring manual intervention to be put in place while the problems are being investigated.
- Some desirable feature stops working. For example, automatic report generation stops working that requires reports to be printed manually.

### Priority 3

**Problem Type:** Minor issues on production system and all errors on non-production systems

A Priority 3 Error (P3) represents a system issue that does not present a major operational impact to your business or data. Examples of P3 issues are:

- Most issues encountered when you have correctly tested the system (or enhancement) prior to putting it into production.
- An issue that affects the operational workflow of your laboratory but an alternative work practice can be adopted.

### 5.5. Attaching a Log File to a SupportTrack request

LabWare ELP generates log files to assist with problem investigation and resolution. These are invaluable for troubleshooting purposes. All log files are located in the “Start in” or working directory from which you run LabWare ELP. The “Start in” directory is defined on the “Shortcut” tab of the properties window. The start-in location can be easily determined by generating a support log (Help > Create Support Log). Some of the log files generated in the start-in folder are overwritten each time an entry is generated, while others are appended with all new entries. These files may be deleted at any time since the application may automatically create a new file if the file does not exist.

A full listing of the log files and their functions can be found in the section titled ‘LabWare Generated Log Files’ in the LabWare user guides.
LabWare requires that a support log is included when submitting a new product support request. This is created by selecting ‘Help’/‘Create Support log’ from the main menu of the LabWare toolbar. It is important to generate the support log from the client machine that is encountering the problem. Ideally, the log files should be cleared and regenerated by replicating the problem just prior to creating the support log. This file is overwritten each time the menu item is selected. It contains extracts of log files from the start in folder including:

<table>
<thead>
<tr>
<th>File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bind.log</td>
<td>listing of all currently bound slls.</td>
</tr>
<tr>
<td>Db.log</td>
<td>SQL statement that caused error while interacting with the LabWare database.</td>
</tr>
<tr>
<td>Debug.log</td>
<td>listing of transactions whilst the Debug option is turned on from the Main Menu.</td>
</tr>
<tr>
<td>Error.log</td>
<td>more detailed information associated with error messages, including contents of program “stack” at time of error message.</td>
</tr>
<tr>
<td>Rpt.log</td>
<td>all information passed to Crystal Reports when running a report from within LabWare.</td>
</tr>
<tr>
<td>Basic.log</td>
<td>automatically created by the system when LIMS Basic generates an error. It shows the state of LIMS Basic variables, arrays and selected records upon failure. It also includes LIMS Basic source code and information on Smalltalk failures.</td>
</tr>
</tbody>
</table>

Additional log file(s) may be recorded in your working folder that are not captured in the support log. Because of this, when investigating issues, you may be instructed to gather such logs manually for submission to support.

5.6. Determining the status of an Existing Support Request

Customers with LabWare.com support accounts can view all previous and current support requests submitted to LabWare for their company. To do so, log into the LabWare.com web site and follow the links to:

Working with LabWare > View my companies SupportTrack incidents.

You will be presented with a form that allows you to control the date range of incidents visible, as well as selection by status.

Relevant requests will be displayed. From this page you can open individual support requests to review the full correspondence with LabWare product support personnel.

Some customers have multiple sites or accounts with LabWare. In this case, support request visible on the form will only be displayed for the account associated with your LabWare support account. If access to support request for multiple accounts or sites is required, submit a request to support requesting your support account be updated to gain visibility to the other accounts relevant for your company.
5.7. Updating Information on an Existing Request

Customers can update calls by sending an email to the address of your regional support office with the call number preceded by a hash (#) in the subject field.

For example:

To: supportAP@labware.com
Subject: Update for #C1234CT
Body: Hi. I just tested the new build xxx provided last week and it works fine. Thanks, Fred.

5.8. Escalation Procedure

If at any time you are not satisfied with the progress of your call you may request escalation through your regional support consultant. Your request will be routed to the appropriate manager, who will contact you to discuss your situation.

Your request will be reviewed and where appropriate an action plan developed, agreed by you and followed through to the resolution of the call.

5.9. Closure Procedure

Support calls will be closed under any one of the following circumstances:

- A satisfactory solution has been attained. (Note: LabWare does not plan to fix all reported issues. Low priority, low value issues may be closed once an AlphaTrack or LabTrack has been created.)
- Feedback or information required by LabWare support consultants was not received in a timely manner.
- The customer decided to request closing the call (e.g. in cases where for some reason it is no longer required to resolve the issue).
- The problem can no longer be replicated.
5.10. Engaging Support Incident & Request flowchart

The flowchart below outlines the decision path by which support requests are handled according to different aspects of the customer deployment and nature of the request.

[Diagram of the flowchart showing the decision path for handling support requests]

- **Incident Management**
  - Incident Identified
  - Support Consultant investigates problem
  - Incident logged into LabWare’s SupportTrack
  - Customer advised of Incident ID
  - Reviewed by LabWare Support
  - Agree on priority with Customer

- **Problem Management**
  - Product Defect?
  - Product Enhancement?
  - Request for service?
  - Customer provides verification steps and support logs
  - Customer creates entry in WishTrack
  - Support team verifies and creates entry in LabTrack
  - Status follow-up via LabTrack
  - Is product fix required?
  - Is product enhancement required?
  - Changes required to production system?

- **Change Management**
  - Change managed via LabTrack
  - Change managed via DevTrack
  - Change managed via Customers change management SOP

- **Configuration Management**
  - Update configuration

- **Release Management**
  - Release test; then release on production system

- **Solution**
  - Call closed
  - Customer notified
5.11. Multi-Language Support

LabWare has installations in over 50 different countries including France, Germany, Spain, Russia, Saudi Arabia, Japan, Brazil, and China. Local support is provided on a regional and country basis, with local consultants in most of the countries in which LabWare operates. Further information regarding local offices and partners is provided at LabWare.com and can be discussed with your account manager.

When submitting product bugs, please make the request in English as they may need to be communicated to our development team in English. Our regional support teams are multi-lingual and the LabWare administrators can contact the regional support team directly using the above regional e-mail addresses in the following languages:

- French, German, Spanish, Italian: LabWare Europe
- Hindi: LabWare India
- Japanese, Chinese: LabWare Asia Pacific
- Portuguese, Spanish: LabWare Latin America
- Other languages: NOTE 2

All regional support centers support English. In emergencies, any LabWare administrator can contact any support office, but may be required to speak English to receive assistance.

All LabWare support systems such as LabTrack, DevTrack, and KnowledgeTrack are in English. All reports of product bugs are translated into English when entered into LabTrack so that a single repository of all bugs discovered worldwide are available in one language. When searching for past reports of defects it is imperative to search using English terms.

NOTE 2: Product Bugs raised in other languages will be translated by the local office or partner. Unfortunately, this will incur some delay and sometimes loss of accuracy in translation.

6. Problem Resolution

6.1. Product Defects

If you believe a component of your LabWare software has a defect, the designated PSC (typically the senior LabWare administrator) must submit a product support request via the LabWare web site as described in Section 5.1. Once the PSC has evaluated the problem and performed due diligence to eliminate complexity and unrelated configuration (See section 5.1), LabWare support
personnel will work to verify that the problem is a defect and not a configuration issue. The defect will be recorded in the necessary reporting system to initiate a development correction. You will be allocated an AlphaTrack ID or LabTrack ID which can be used to check the status of the issue on the LabWare website. When the defect has been addressed, an email will be sent to you notifying you that a correction is available.

LabWare’s primary focus is to fix high priority issues. In some cases, where the issue is considered by LabWare and the customer to have a low priority - the issue is rarely encountered, or a reasonable workaround is available - the issue may be closed without a specific remedy. This enables LabWare to deliver maximum value for your support investment by concentrating on high priority issues and product enhancements that further increase the value of LabWare ELP to your organization.

6.2. Product Fix Release Procedures and Regression Testing

Individual LabWare product fixes are provided as individual fix files prior to being released as part of maintenance release. Full details of the verification, resolution, and test of these fixes are recorded in LabTrack and can be accessed online. You can work with the regional support team or LabWare project manager to determine what additional regression testing is required for your specific configuration. Refer to section 9 for further details on testing.

7. Product Enhancements

LabWare understands that, as a customer, you are in an excellent position to determine the functionality required of an ELP to best meet the needs of your laboratory and business. We encourage customers to request enhancements to the product. LabWare has established the WishTrack database for this purpose. WishTrack is accessible via LabWare.com and provides the ability request new features against the base product or modules. After submitting the request, you can review this or other requests online. You may also sponsor requests from others which may increase its’ likelihood for consideration for delivery by the LabWare product and development team. Most WishTracks require the participation of a development partner to proceed. A development partner is typically a LabWare customer willing to participate in the requirements and testing phases of the development of a WishTrack functional request. LabWare does not guarantee that a WishTrack will be developed and/or delivered.

8. Product Support vs. Customer Configuration

LabWare is designed as a highly configurable application. By definition, the customer ‘owns’ the configuration of the application. If the issue is related to configuration and is complex, customers may be advised to contact their LabWare account manager to arrange for consulting services to troubleshoot and correct configuration.
9. Change Management, Configuration Management, & Release

Once a solution has been determined, the change needs to be qualified, risk assessed and packaged. LabWare provides a number of information resources describing change management, qualification, and regression testing. The customer is responsible for the change management of their system. LabWare advises customers to verify system changes on a separate validation system.

Once the change has been qualified, the customer needs to apply this change to the production system and update its configuration accordingly.

The change can be considered fully released once the change is installed on the production system and correct operation verified, with any ongoing monitoring completed.

Change, configuration, and release management are the responsibility of the customer. Failure to properly control these processes can lead to concerns with compliance concerns and data integrity, loss of efficiency in the laboratory workflow, and dissatisfaction with end users.

The testing performed prior to going live should ensure that no priority 1 or 2 errors are encountered in the first few weeks of operation. Your LabWare Administrator should obtain some form of formal sign off for the system stating that the system has been adequately tested and is ready for production use. Similarly, enhancements/changes to the system should be tested on a test system before being incorporated and used on the production system. Advice can be obtained from LabWare if you have any concerns that changes may cause problems to the ‘live’ system. LabWare also publishes a white paper on regression testing that is available from our support website.

Note in particular, pre-go live system checks are equally important after system upgrades (i.e. major upgrades or maintenance releases). Upgrades need to be planned and you are advised to conduct at least “business continuity level tests” on the upgraded test system. Once the test system is well proven, the actual live production system can be updated quickly, typically over a weekend or shutdown period.

LabWare provides services to aid in facilitating change, configuration, and release management. Contact your account or project manager for more information.

10. Support for Previous Versions

LabWare will support any customer who has maintained their support contract with LabWare; however, our ability to support older versions of software or modules diminishes over time.

LabWare fully maintains the current released version and the previous version of LabWare ELP components (LIMS, ELN, LabStation, etc.). Unfortunately, defects discovered in previous versions that have been fixed in the most current release will generally not be re-engineered to address the issue in the previous version. If, for some exceptional reason, the defect needs to be fixed in the previous version and there is no work-around, then LabWare will develop an appropriate solution. As with all software providers, the focus for new development is on the current version.
Older versions of products are supported on a discretionary basis. LabWare will make good will efforts to accommodate justifiable, priority exceptions to customers using versions of products that are beyond the scope of the version support policy described above.

11. Customer Satisfaction

It is LabWare’s goal to offer high quality support and service in a timely manner. We encourage and welcome your feedback. Customer satisfaction surveys are conducted periodically by LabWare to ensure the quality and range of services provided meet with our customers’ expectations. In addition to these surveys, we welcome feedback at any time via a call to our Support Manager or Sales Manager in your regional LabWare office, or on-line via our web site.
Appendix 1:

A.1 LabWare Online Services

A1.1 LabWare.com

All online support services are accessible from the LabWare homepage: http://www.labware.com

To login to the support web site, from the home page select ‘Support’ and then ‘Support Log-in’.

A username and password are required to gain access to these services. To obtain access, fill in the account request form from the following links: www.LabWare.com > Support > Request a Support Account

When you complete the form, a request will be sent to your regional support office to approve your application. Once approved, you will then be sent a username and password via email.

A1.2 LabTrack

LabTrack is LabWare’s defect tracking system. It is used to record the status and progress of any defect to released product. LabTrack can be searched to determine if a reported issue has been previously reported.

LabTrack can be accessed using the following links: www.LabWare.com > Support (login) > LabTrack (on the left quick link bar).

Maintenance releases are also accessed and downloaded via LabTrack. Once logged into the support site, see the Maintenance Release link on the left side of the main LabTrack page.

Critical fixes are another important section of the left side of the LabTrack page on the LabWare web site. All patches listed on this page have been identified as potential high impact to customers for regulatory or business impact potential. It is the responsibility of LabWare customers to regularly monitor this page and retrieve and apply relevant critical patches accordingly.

A1.3 DevTrack

DevTrack is LabWare’s development and module repository system. This is the storage location for LabWare’s released and in-development modules available for customer download. A module is a
collection of files and certain configuration changes that provide functional enhancements to LabWare’s software.

LabTrack can be accessed using the following links:
www.LabWare.com > Support (login) > DevTrack (on the left quick link bar).

A1.4 WishTrack

This is LabWare’s enhancement request system. This is the mechanism to submit and monitor requests for changes or additions to LabWare functionality. LabWare refers to this database of requests as the Wish List.

A1.5 Applying LabTracks, Maintenance Releases, and Module Updates

The process for applying or installing LabTracks, Maintenance Releases, and Module updates requires specific instruction and understanding of the LabWare environment. Refer to KnowledgeTrack KT00932 for detailed instruction on the correct procedures for these important activities related to administering the LabWare ELP systems.

The document can be accessed using the following links:
www.LabWare.com > Information Resources > KnowledgeTrack > Search for KT00932

A1.6 Downloads

The downloads section of the LabWare support website is used for distributing fixes and updates for LabWare products. In addition, the website includes an image icon repository, national language support (NLS) files, full product install files, additional updates for Crystal Reports, full help files, and other peripheral files necessary for the operation of the LabWare deployment as a whole.

A1.7 KnowledgeTrack

KnowledgeTrack is a collection of hints, tips and frequently asked questions about LabWare software products. Articles can be sorted by Date, Area, Product or Title and a search facility is also available. Many contributions are submitted by customers and consultants who face similar challenges or requirements as the community as a whole. Likewise you are encouraged to submit your suggestions for knowledge documents to benefit others.

KnowledgeTrack can be accessed using the following links:
www.LabWare.com > Information Resources > KnowledgeTrack

A1.8 LabWare Email Discussion List

The LabWare email discussion list is a service that has been set-up by LabWare to allow discussions and exchange of ideas relating to the laboratory industry and usage of the LabWare ELP. While this list is a great source of information and best practice suggestions, it is not intended to be a place to seek guidance for errors or problems that are related to LabWare product defects. For such issues,
please be sure to submit requests to LabWare support through the normal support process rather than submitting to this list.

Before you are able to receive email from the discussion group or send an email to it, you must subscribe to the service.

**A1.8.1 Subscribing**

Any customer with a valid, active support account can join the LabWare email discussion list via the LabWare website or by sending a blank email to:

```
subscribe-lw-lims@lyris.labware.com
```

Requests to join take approximately one working day to approve, process and set-up.

**A1.8.2 Un-Subscribing**

To unsubscribe from the discussion list, send a blank email to:

```
unsubscribe-lw-lims@lyris.labware.com
```

**A1.8.3 Participating in a LabWare Email Discussion List**

To initiate or participate in a discussion, send an email to:

```
lw-lims@lyris.labware.com
```

or simply reply to an email from the discussion list.

**A1.8.4 Accessing old emails from the LabWare Email Discussion List**

LabWare automatically archives all emails sent to the discussion list. To view previous emails sent to the LabWare Email Discussion List follow the links below:

```
www.LabWare.com > Support > Login > Community > Enter the email discussion list
```

Enter the same email address that you used to subscribe to the list to enter it. A search feature is available from the main list page. Alternately, you can select the Search link on the left quick-link
page of the main LabWare support site, and select the LIMS-List option to use this feature to search for relevant list discussions related to a particular topic.