

Maintenance for Digitalk Log Parser

Software Maintenance is available for all VDGRAAF Ltd products. It is purchased on an annual basis, with a maximum advance purchase of 5 years. It is priced at 20% of the products retail price per year. During it's duration, new versions of the product are provided free of charge. There are also a number of other benefits.

Software Maintenance is great for customers who want to assure continued smooth operation. This page details the features and benefits of VDgraaf LTD Software Maintenance.

Free Upgrades

The customer purchasing Software Maintenance is eligible for unlimited free software upgrades (minor and major versions) of the software Software Maintenance is purchased for during the validity of the Software Maintenance. This includes email delivery of new software versions and / or registration keys upon customer request.

Priority Support

Customers with Software Maintenance receive priority over all other support calls. In order to receive priority, customer will specify the Software Maintenance ID with the support call. Furthermore, only Software Maintenance customers are eligible for telephone support. However, we strongly recommend limiting telephone support calls to emergencies. The reasoning is that electronically submitted calls can much easier be tracked and worked on. We do also have more resources available able to handle email support as we do have resources for telephone support. Telephone support is available 9:30am to 4pm EST during working days.

Advance Technical Information

Software Maintenance customers receive advance notice of upcoming product releases as well as confirmed bugs. Of course, these customers will be notified immediately whenever a bug fix is available. The notification is via email addressed to a single customer email address (customers without Software Maintenance are kindly requested to check our web sites for new releases and fixes).

Duration

Software Maintenance is typically purchased for a period of one year. It is renewable annually. Upon request, we can auto-renew Software Maintenance. Customers interested in securing a longer period of time can purchase Software Maintenance for up to 5 years in advance.

Cost

Software Maintenance is very reasonably priced at 20% of the product purchase price. Please note that Software Maintenance must be ordered for all licenses of a specific product (e. g. RTLogparser) a customer purchased. So if you purchased 3 licenses of Digitalk Real-Time Log Parser, you need to purchase Software Maintenance for these 3 licenses.

Software Maintenance can only be purchased for current product versions. As an example, if a customer has installed FireGen Log Analyzer version 1.0 and the current version is 2.0, the customer needs to purchase an upgrade to 2.0 before he can purchase Software Maintenance.

Communication with the Customer

The customer will name a maximum of 2 persons being authorized to request the benefits of the Software Maintenance plan. The customer will also name a single email address for notifications. Of course, the customer can change the contact information at any time without additional charge.

Purchasing Software Maintenance

The easiest way to purchase Software Maintenance is directly when ordering your product. Of course, Software Maintenance can also be purchased at any time later. If you are interested in doing so, please email us at sales@ntunix.net. We'll be happy to assist you!