

## Support Services for GoldMine® Frequently Asked Questions (FAQ)

### Overview

Support Services provides both Technical and Non-Technical Support to customers. Technical Support is provided to current and evaluation customers and Partners.

### Question: What did the previous Support model for GoldMine 4.x, GoldMine 5.x and GoldMine® include?

**Answer:** Under the previous support model for GoldMine, customers could access the “GoldMine® “ section of the support site for FREE at [http://support.frontrange.com/freesupport/gm50\\_index.asp](http://support.frontrange.com/freesupport/gm50_index.asp), and search the knowledgebase, learn how to utilize newsgroups, or log a technical support ticket via e-mail, to which a support representative would respond via e-mail.

### Question: What is the new Support model for GoldMine 5.x, 6.x and GoldMine?

**Answer:** Under the new Support model for GoldMine, customers may continue to utilize the FREE support options included in the previous support model.

However, we are pleased to announce that customers can now receive phone support in addition to the online support for their GoldMine and GoldSync® products.

Registered GoldMine customers may contact FrontRange Solutions Inc.'s certified technicians at 800.755.2100 to purchase phone-based technical support on a per incident basis. FrontRange Solutions will be offering “Basic” phone support, and “Advanced” Phone Support. Please contact FrontRange Technical Support for current pricing.

**NOTE:** Users must be registered to take advantage of any of these services. If they are not registered they cannot participate. See “How do GoldMine Customers register their product” on page 7 for more information.

Please refer to **Table 1: Support Comparison** on the next page for a summary matrix of the previous and current Support Models.



**Table 1: Support Comparison**

<b>Support Offerings</b>	<b>Curent (5.x/6.x)</b>	<b>New</b>
FREE Online Knowledgebase at <a href="http://support.frontrange.com">http://support.frontrange.com</a>	X	X
FREE Technical Information online including: <ul style="list-style-type: none"> <li>• FAQ's</li> <li>• Technical Documents (formerly known as FaxBack Docs)</li> </ul>	X X	X X
Per incident phone support for standard GoldMine issues	N/A	Current Price
Per incident phone support for GoldSync issues	N/A	Current Price
Per incident phone support for Advanced issues	N/A	Current Price
Toll free number for all calls	N/A	X
FREE Newsgroup access for technical discussions (5 business day response time)	X	X
FREE Web-based e-mail support for technical issues (48 hour business day response time)	X	X

**Question: What are the options for Free Support?**

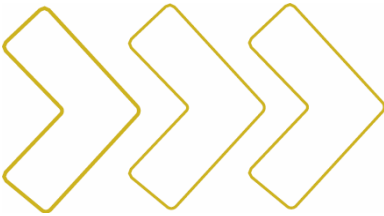
**Answer:** Customers are able to access free support by visiting <http://support.frontrange.com> and searching the knowledgebase or submitting a ticket. Customers are also entitled to free phone support for the following items:

- New customers installing GM for the first time on one machine only. (This includes GM Install only, no configuration of any tools or modules is included in this installation)
- Pre-sales evaluation calls in regards to features or functionality of the product.
- Customers calling with specific issues related to NetUpdate. These issues include:
  - Connection errors when trying to connect to NetUpdate server.
  - Questions about how/where to NetUpdate
  - Directions on how to NetUpdate (Customers who do not perform the NetUpdate correctly are subject to charges to correct the installation)

**Question: How do I pay for “Basic” and “Advanced,” phone support?**

**Answer:** A credit card is required to purchase phone support at the time of the call. The phone system will verify customers are currently registered and ask for the





customers credit card information prior to the customer reaching a technician. The following credit cards are accepted: American Express, MasterCard and Visa.

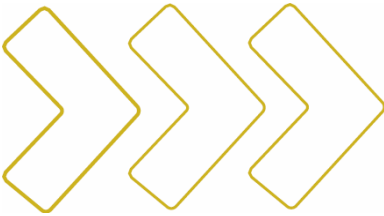
**Question: What are the hours for “Basic” and “Advanced” phone support?**

**Answer:** “Basic” and “Advanced” phone support is available Monday through Friday: 6 AM to 6 PM MST, except major holidays.

**Question: What is covered under "Basic" phone support?**

**Answer:** Customers may call a certified technician to receive "Basic" phone support. Basic phone support is defined as features or functionality that do not require any modifications to utilize. Customers may place an unlimited number of Basic phone support calls. Each issue/ticket is charged at the current support price, until the issue is resolved, even if more than one call is required for resolution. Support is offered to on a best-efforts basis only. FrontRange Solutions may not be able to resolve every request for support. The following issues/topics are covered under the Basic phone support pricing model:

- Implementation of GoldMine Currently Supported Versions (Currently supported versions are defined as the most current release and one major previous major release)
  - Basic Upgrade Installation on 1<sup>st</sup> Machine
  - Connectivity (non-network related)
  - License configuration and setup
  - Installing GM Link to Office and Adobe
- General configuration and setup
  - E-mail configuration and setup
  - User and user group configuration and setup
  - Toolbar and Taskbar configuration and setup
  - F2 Lookups
  - Creating a template (E-mail and document)
  - Free/Busy time on Calendar (Publishing only)
- System Usage
  - GoldMine to GoldMine Synchronization Wizard Viewing, scheduling, completing and managing Activities and Resources
  - Troubleshooting reports installed with GoldMine
  - Building a basic Filter or Group
  - Recording a Macro
  - Linking a document
  - Auto-dialing (See advanced support for Predial.ini support)
  - Onscreen Analysis
  - Info-Center
  - Microsoft Word link installation and troubleshooting



- System maintenance (re-index, pack and rebuild)
- Using digital ID with Email
- Auto update Activities and Unlinking Activities
- Using the Contact Search Center

**NOTE:** Users must be registered to take advantage of any of these services. If they are not registered they cannot participate. See "How do GoldMine Customers register their product" on page 7 for more information.

**Question: What is covered under "Advanced" phone support?**

**Answer:** Customers may call a certified technician to receive "Advanced" phone support per incident. Advanced phone support is defined as features or functionality that could require modifications to the program in order to utilize in a customized fashion. Customers may place an unlimited number of "Advanced" phone support calls. Each issue/ticket is charged at the current rate, until the issue is resolved, even if more than one call is required for resolution. Support is offered to on a best-efforts basis only. FrontRange Solutions may not be able to resolve every request for support. The following issues/topics are covered under the "Advanced" phone support pricing model:

- Configuration and setup
  - Troubleshooting Automated Processes (not creation of)
  - Network Installation
  - Installation of GM Plus Accounting
  - Importing and exporting
  - Troubleshooting custom reports
  - Configuration of Internet Search
  - Outlook/ACT Conversion Wizard
- Advanced System Usage
  - PDA Synchronization
  - Troubleshooting Synchronization Wizard to GoldSync
  - GoldSync (troubleshooting and functional explanations)
  - Sales and Marketing Management Tools (Opportunity Manager, Literature fulfillment Center, Telemarketing Scripts and Territory Realignment)
  - SQL Queries (excluding join statements)
  - dBase Expressions
  - Record Typing
  - GoldSync as a Service
  - Instant Sync
  - Troubleshooting/Training of Link to Office and Adobe



- Advanced System Maintenance
  - Troubleshooting LOOKUP.INI and PREDIAL.INI (does not include creation of)
  - Advanced Maintenance (Global Replace, Merge/Purge, Delete Wizard and Server Agents)
  - Database structure changes.
- “How to” questions with regards to multi-processes or functions – e.g. how to do a mass mailing to a targeted list, how to create customer reports, etc.

**NOTE:** Users must be registered to take advantage of any of these services. If they are not registered they cannot participate. See “How do GoldMine Customers register their product” on page 7 for more information.

**Question: What is not covered under either the "Basic" or "Advanced" phone support?**

**Answer:** Support is not intended to be a substitute for professional services or training. Therefore, the following types of scenarios are not covered by FrontRange Solutions' certified technicians:

- GoldSync setup
- Web Import setup (script design and server implementation)
- Data recovery or repair

Please refer to website at <http://www.fronrange.com/purchase/ChooseCountry.asp> to find a qualified Solutions Partner for further assistance or call 800.755.2100 for Customer Care.

**Question: How do I access the online Knowledge Base and other technical information?**

**Answer:** Visit <http://support.fronrange.com>. There will be a variety of support options also available for GoldMine Business Contact Manager.

**Question: What will happen to Newsgroups under the new Support model?**

**Answer:** New and existing GoldMine customers will continue to have access to a number of public Newsgroups as a method of communicating with other end users, Partners, and FrontRange Solutions certified technicians regarding technical issues.

For a complete list of Newsgroups and the policies associated with them, please visit: [http://support.fronrange.com/freesupport/gm50\\_newsgroup2.asp](http://support.fronrange.com/freesupport/gm50_newsgroup2.asp)



**Question: How will the new Support model affect customers on older products?**

**Answer:** Customers with Goldmine 5.x and 6.x will continue to have access to all resources covered under the new support model. FrontRange Solutions' support policy ensures that we provide support to all registered customers on the current version, as well all registered customers on products that are one major version back.

For instance, the current version of GoldMine is version 6.0, therefore customers on GoldMine 5.x are eligible for support also, however, customers on GoldMine 4.x or prior are not eligible for support.

**Question: How will these changes to the Support model affect my Customer Care options?**

**Answer:** Customer Care will still be available to you, as registered customers, to provide answers to non-technical questions in the same manner as under the prior Support model. Following is a list of common questions Customer Care addresses:

- General post-sale questions on the FrontRange Solutions' product suite
- Serial Number Registration for GoldMine
- All order status inquiries, including returns/credits
- Rebate Inquiries
- Replacement CDs or Version Enhancement Kits
- General customer feedback
- Assistance for documentation location and document retrieval from FRS.com
- Net Update/UPP issues and questions

**Question: How will these changes to the Support model affect customers with Maintenance and Support agreements?**

**Answer:** This new Support model does not apply to customers on Maintenance and Support and will have no effect on HEAT<sup>®</sup>/HEAT<sup>®</sup> PowerDesk<sup>™</sup>, GoldMine<sup>®</sup> Sales & Marketing, or GoldMine Corporate Edition agreement options.

**Question: If I have questions, which are not in this FAQ, whom should I ask?**

**Answer:** Please contact Customer Care with any additional questions at 800.755.2100.





**Question: What about future Support model offerings?**

**Answer:** Various web technologies are being evaluated at this time for implementation on the <http://support.frontrange.com> site and will be made available to GoldMine customers at a later date. Details will be communicated once available.

**Question: How do GoldMine Customers register their product to receive the support?**

**Answer:** You will need to fill out the enclosed registration card and **mail** it to:

FrontRange Solutions

1125 Kelly Johnson Blvd

Colorado Springs, CO 80921

Attn: Customer Care

Or customers may **fax** it to:

719.278.7176

Lastly, customers may also **call** Customer Care at 800.755.2100.

