



Subject: FrontRange Solutions Inc. Technical Support Guidelines for GoldMine Standard and GoldMine Corporate Edition products

Date: March 27, 2006 (revised)

Sometimes customers and FrontRange Solutions Authorized Partners request information, troubleshooting assistance, or advice of a nature that is outside the guidelines of FrontRange Technical Support. Due to the nature of the technical support that we offer, along with certain other factors such as time constraints, FrontRange Technical Support cannot provide support in the following situations.

Most of the following are among the many offerings that are customarily provided by Authorized Solutions Partners. Please use <http://www.frontrange.com/solutions/partnersearch.asp> to locate a partner or contact the Customer Care department at 800.755.2100 (Option 3) for help in locating a Solutions Partner. Additionally, the FrontRange Forums at <http://forums.frontrange.com/> serve as another resource for issues that fall within these topics.

- Importing data from an external data source into GoldMine
- Creating custom scripts, filters, dBase or SQL expressions based on customer specifications
- Repairing database corruption of any kind that is beyond the scope of normal GoldMine database maintenance
- Data cleanup that requires backend data manipulation
- Creating screen customizations based on customer specifications
- Creating or troubleshooting custom GM+View screens
- Creating or troubleshooting custom HTML email templates
- Writing a custom report based on customer requirements
- Revising a custom report previously provided by FrontRange Solutions
- Customizing a report previously provided by FrontRange Solutions
- Using administrative features of MS SQL or determining optimal MS-SQL server performance tuning settings
- Troubleshooting operating system or network performance issues
- Resolving network, workstation or environmental errors not directly related to GoldMine
- Creating or customizing scripts, code, stored procedures, triggers or other programming related tasks.
- Creating, customizing or troubleshooting special-purpose files, such as the PREDIAL.INI or LOOKUP.INI
- Creating or adjusting Automated Processes
- Assisting with backing up or restoring GoldMine-related data, products, or systems files
- Providing training on operating systems, network or product features, processes or functions
- Creation of Boolean expressions and the modification of the graphic user interface in GoldMine Manager's Console
- Offering consultation services or otherwise planning the implementation for any product beyond basic troubleshooting of an error message or other specific problem that precludes installation
- Providing initial implementation and configuration support for GoldSync
- Providing initial implementation and configuration support for GoldMine Integration Services for Microsoft Exchange (GISME)
- Configuring, creating or troubleshooting HTML, CGI, PERL (or other scripting languages) for use with the Web Import feature
- Providing support for problems encountered using any 'BETA' version of GoldMine products that do not occur in the released version of the software
- Providing support for GoldMine products on workstations or servers using 'BETA' level or unsupported operating systems
- Conducting training on how to use GoldMine and its features. Please check available educational offerings at <http://education.frontrange.com/home/default.asp>