formtek

SUPPORT SERVICES

The Formtek Support team provides rapid response to address client questions and maintenance items. In addition, the Support team works with product development to incorporate customer feedback and experience into future product enhancements.

The Formtek Support team's mission is to record, track and communicate with the customer the status of all Customer Service Issues (CSIs), resolving those calls that fall under the Customer's or Partner's maintenance agreement.

The Support Team is the point of contact for the distribution of all current software releases, patches, and workarounds to the Formtek customer base. Customers and Partners can utilize any of the three convenient methods to reach a qualified technical support individual:

- Online Support - Log on at http://support.formtek.com or via the Customer Login or Partner Login link at http://www.formtek.com
- Email Support - Send a question or issue to support@formtek.com
- Telephone Support - Call 1.800.FORMTEK (1.800.367.6835)

After logging into Formtek Online Support, you can:

- Submit an issue
- Track an issue
- Receive updates via email
- Consult the knowledge base for similar conditions or tips
- Download product documentation
- Download product patches

The Formtek Online Support Web Portal

Contact **bizdev@formtek.com** or visit our website at **www.formtek.com** for more information.

Formtek Support Services

Issue Types
- Problem - Product does not function as designed or expected
- Enhancement - Request for additional functionality in the product
- Question - Question that has been submitted

Issue Priorities
- Critical - Product error is halting production
- High - Product error is affecting production
- Medium - Product error that does not affect production or a question about product functionality that could improve production efficiency
- Low - Minor product error or a question of interest to the user

Track Issues via Formtek Online Support

Issue Number	Product	Subject
271	Access	"get info" displays filename of all sheets
274	SDK Pure Java API	Provide more information in case of error
275	SDK Pure Java API	Data base logon - remove or make it optional
281	Access	multisheet checkin enhancement
284	Other	Orion on Oracle 11g
285	Access	Schema Strings Conversion for Full Multi-Language Capability
288	View	The MS Office 2007 works in Orion 5.X but DOES NOT work through the integrated Spicer Imagenation Plug-In.
290	Access	Orion 5 need for Full Text
294	Access	Update ACL for multiple document missing from Orion 5 Access
296	Foundation Server	Multiple Point Data Synchronization

Query Name: Open Issues
Query Description:
Number of Records in Query: 28
Records 11 to 20

Sort columns by clicking headings

Article # ▲	Title	Organization	Category	Sub Category	Created
288	Administration 5.4.0.2 Patch Release Notes		Formtek Product Documentation	Orion 5.4.0.2	01–Apr–2011
287	View 5.3 Administrator's Guide		Formtek Product Documentation	Orion 5.3	18–Mar–2011
286	View 5.3 Product Release Notes		Formtek Product Documentation	Orion 5.3	18–Mar–2011
280	Web Services 5.4.0.1 Patch Release Notes		Formtek Product Documentation	Orion 5.4.0.1	03–Feb–2011
279	Pure Java API 5.4.0.1 Patch Release Notes		Formtek Product Documentation	Orion 5.4.0.1	03–Feb–2011
278	Administration 5.4.0.1 Patch Release Notes		Formtek Product Documentation	Orion 5.4.0.1	03–Feb–2011
277	Access 5.4.0.1 Patch Release Notes		Formtek Product Documentation	Orion 5.4.0.1	03–Feb–2011
275	Pure Java API 5.3.3.1 Patch Release Notes		Formtek Product Documentation	Orion 5.3.3.1	25–Jan–2011
274	EDM Module for Alfresco, Release 1.0, Product Release Notes		Formtek Product Documentation	Engineering Data Management for Alfresco	21–Dec–2010

Access Product Documentation via Formtek Online Support

Response Times
- Critical/High - Response within two business hours
- Medium/Low - Response within eight business hours

Product Updates
- Critical/High - Provide a patch as soon as a fix is developed and tested
- Medium/Low - Provide a schedule for resolution in a future product release

Support Hours
- Support individuals available 8 AM to 8 PM Eastern time (United States)
- Formtek Online Support website available 24/7

formtek

Formtek, Inc.
2855 Mitchell Drive, Ste 118
Walnut Creek, CA 94598
+1.925.482.0632

ABOUT FORMTEK

Formtek, Inc. provides secure and scalable enterprise content management (ECM) and document management software and implementation services to worldwide customers and partners in the manufacturing, aerospace, defense, telecommunication, utility, government, and other markets.
We build solutions on software technology platforms that are open and adaptable to complex IT environments, including Formtek | Orion Content Repository Services, Ephesoft Smart Capture, and the Alfresco Content and Process Services platform.

Contact **bizdev@formtek.com** or visit our website at **www.formtek.com** for more information.