



Identifi Support Department

701 Enterprise Rd
Building 100
Safety Harbor, FL 34695
(727) 725 4507

Business Hours 8:30AM – 5:30PM EST Mon-Fri (except Holidays)

After Hours 5:30PM – 10:00PM EST Mon-Fri
and 9:00AM-7:00PM ET Sat-Sun & Holidays

Support Resources

Online Support	http://www.iDentifi.net/	Click on the support link and login with User Name: support Password: cold
Support Email	support@iDentifi.net	General support issues. This address is monitored by Support AVP and Manager on a daily basis.
Support Phone	727-725-4507 *3	Eastern 8:30am to 5:30pm M-F except holidays*
After Hours	727-409-3973	For EMERGENCY support after business hours**
Remote Connection	http://Support.iDentifi.Net/	Powered by Bomgar

Support Mission Statement

We are dedicated to enhancing customer productivity by providing superior, proactive technical support with a personal touch. We strive to professionally and proficiently resolve our customers' technical problems, while coordinating these support efforts with individual users, IT departments, and organizational groups. We consistently focus on our customers' needs by delivering value-added support services, and by fostering teamwork and continuous improvement in everything we do.

iSupport Incidents

Make sure to get an *iSupport* incident opened for each incident. You will receive an email notification from *iSupport* when an incident ticket has been generated. Your support representative may email questions or requests to you in reference to the incident. Please reply to these emails and do not change the subject field of the email thread. Information contained within email correspondence will be appended to the history of the incident.

Reporting an Incident

- Please contact Support by email or phone and include a brief description of the incident.
- Is the incident Implementation, Conversion or Support related?
- Include instructions/procedures explaining how to reproduce the incident.
- Please include any detailed error messages and application versions!
- Attach any related sample data, log files, and screen shots if they are appropriate.



Please note this document outlines Identifi's Support goals but is not a legal document or SLA.

The **iSupport Incident Support Contact Goal** is a reasonable time period for a support representative to make contact with the customer and begin working on the reported issue.

The **iSupport Incident Resolution Goal** is a reasonable time period for Integra to resolve the reported issue.

iSupport Incident Support Contact Goal

Level	Business Hours	After Hours
Emergency	2 Hours	4 Hours
High	4 Hours	4 Hours
Medium	6 Hours	6 Hours
Low	8 Hours	8 Hours

iSupport Incident Average Resolution Time

Level	Last Year
Emergency	4 Hours
High	6 Days
Medium	10 Days
Low	36 Days

Support Incident Resolution Goal

Level	IRG	Description
Emergency	4 hours	Incident is critical to the business or function of the product. No workaround is available and the system may be down entirely.
High	6 Business Days	Incident has high customer impact. This includes incidents that are preventing key features from functioning or daily work from being performed entirely. Workarounds may be impractical or unavailable.
Medium	10 Business Days	Incident has moderate customer impact. This includes incidents that prevent a feature from working or create a manageable business problem. Workarounds are available but may be cumbersome or time consuming.
Low	30 Business Days	Incident has little or no customer impact. This would include cosmetic incidents or defects with easily implemented workarounds.

Escalation Procedures

1. Send an email to your support representative
2. Send an email to support@identifi.net
3. Call a Customer Support Manager
(Kevin Gonlag 727-725-4507 x1050)
4. Call the Support AVP
(Chris Oppenheimer 727-725-4507 x1090)

Feature Requests

To submit a feature request, send an email to featurerequest@identifi.net. An auto-reply message will be sent to all requests, thanking the submitter for their feedback.



Default Log Locations by Product

Product	Path
.Core	C:\Program Files\Integra Business Systems\iDentifi.Net\Core\WebUI\Logs
.Web (4.x)	C:\Program Files\Integra Business Systems\iDentifi.Net\Web\WebUI\Logs
.Trak	C:\Program Files\Integra Business Systems\iDentifi.Net\Trak\WebUI\Logs
.Core data import	C:\Program Files\Integra Business Systems\iDentifi.Net\Core\Installations\<Installation>\Logs\Importer
.Scan	<p>XP Logs C:\Documents and Settings\All Users\Application Data\iDentifi.Scan\ScanningClient\Logs Batches Logs C:\Documents and Settings\All Users\Application Data\iDentifi.Scan\Batches Application Files C:\Documents and Settings\%username%\Local Settings\Apps\2.0</p> <p>Windows 7 Logs C:\ProgramData\iDentifi.Scan\ScanningClient\Logs Batches C:\ProgramData\iDentifi.Scan\Batches\BatchIndex.xml Application Files C:\Users\%username%\AppData\Roaming\iDentifi.Net\iDentifi.Scan\ScanningClient c:\users\username\AppData\Local\Apps\2.0\</p>
.Transfer	C:\Documents and Settings\All Users\Application Data\iDentifi.Scan\TransferClient\Logs
.Transfer (batch data)	C:\Documents and Settings\All Users\Application Data\iDentifi.Scan\TransferClient\Batches\BatchIndex.xml
.ArchiveAAD	C:\Program Files\Integra Business Systems\iDentifi.Net\Web\Logs
.eReceipt	C:\Documents and Settings\All Users\Application Data\Integra Business Systems\iDentifi.eReceipt\Logs
.eReceipt(scan station)	C:\Documents and Settings\All Users\Application Data\Integra Business Systems\iDentifi.ScanStation\Logs
.eSign 2.x	C:\Documents and Settings\All Users\Application Data\Integra Business Systems\iDentifi.eSign\Logs
.eSign 3.0	C:\Documents and Settings\%user%\Local Settings\Application Data\iDentifi.Net\iDentifi.eSign\Logs
eSign 3.1	C:\ProgramData\iDentifi.Net\iDentifi.eSign\iSign\Logs
.eSign 3.2	Temp Scanned/Archived Batches %LocalAppData%\Archive
.Web (3.x)	Temp Scanned/Archived Batches %CommonAppData%\Package Upload Que\
.Web (3.x)	C:\WebDocumentz\Log.txt
.Web (3.x)	C:\ReportConverter\Log.txt
.Web (3.x)	C:\Program Files\Integra Business Systems\iDentifi.Web\FullTextIndex\Log.txt
.Web (3.x)	<PathToRootOfDatabaseStorage>\History.ix
GDMScan	C:\Program Files\GDM\Scan\GDMScan.log
GDMScan (unhandled errors)	C:\Program Files\GDM\Scan\VBGuardLog.txt
GDMArc	C:\Program Files\GDM\GDMArc\Error.log
GDMArc (unhandled errors)	C:\Program Files\GDM\GDMArc\VBGuardLog.txt
GDMHttp	C:\Program Files\GDM\GDMHTTP\DBWeblog.txt
GDMHttp (unhandled errors)	C:\Program Files\GDM\GDMHTTP\VBGuardLog.txt
HTTPArc	C:\Documents and Settings\All Users\Application Data\HTTPArcTrace.log