

Software Subscriptions and Support

ZNYX Networks OpenArchitect 2.0 Datasheet



Building your brand image and loyalty is essential for winning in today's telecommunications market. Providing rapid, accurate support for advanced telco solutions is a key ingredient for success. ZNYX Networks provides you with the tools that enable value added support services required for boosting End User satisfaction.

OpenArchitect 2.0 switch management is the new "IP brains" of the CompactPCI chassis. OpenArchitect affects every Ethernet packet that moves into, out of, or within the chassis. This powerful, demanding software platform requires sophisticated support to extract maximum value from the extensive capabilities. With Software Subscriptions and Support, ZNYX Networks helps you be a successful provider of leading-edge services.

Update Subscription Service

OpenArchitect is a comprehensive, open software platform for the routing, control and management of Ethernet switching. It includes the Linux operating system, IP Protocol stack, control applications and the OA Engine. Each of these major software components is evolving rapidly. The Update Subscription Service grants you access to a continuous flow of the latest related software technologies from ZNYX Networks.

Key Features

Key features of the Software Update Subscription are:

- ▶ Licensed per switch
- ▶ Annual service
- ▶ Access to all OpenArchitect releases for the period of the subscription

Order Numbers

A Software Update Subscription Agreement is executed to establish the infrastructure. The update license for each switch is purchased by completing identification information in an Exhibit using the following:

Annual Update Subscription	OA-SUB, USR
Annual HA Update Subscription	OA-SUB-HA, USR

Annual Update Subscriptions automatically renew at the then-current prices, unless explicitly cancelled.

Support

The sophistication and power of OpenArchitect can generate many questions. At times, software compliance issues may also occur. Support Services provide you with access to ZNYX Networks developer expertise. The service provides for ZNYX Networks technical experts to directly interact with your support organization. Access to this resource aids you in build a high value-added applications.

The Support Service has two components: Request for Support (RFS) incidents, and Software Problem Report (SPR) incidents. The basic service provides for a measured number of incidents of each type – annually up to 10 RFSs and up to 10 SPRs.

Request for Support (RFS)

A Request For Support is a "how to" incident. RFSs do not involve software problems. They do involve issues on how to use the software.

Three areas are covered:

- ▶ Installation Support
- ▶ Advanced Configuration Support
- ▶ Expert Advice

The following are support examples for each of the three areas:

- ▶ Installation Support
 - telnet access
 - L2 and L3 initialization scripts

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For more product information, contact a ZNYX Networks representative.
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- ▶ **Advanced Configuration Support**
 - FTP server
 - HTTP server
 - GateD configuration
- ▶ **Expert Advice**
 - SMTP and MIB interface
 - DHCP configuration
 - Bash scripting
 - Firewall scripting

Software Problem Report (SPR)

You submit a Software Problem Report (SPR) when you believe the operations of the software is different from the specification. An SPR must report the "error" condition, all internal settings and the process that reproduces the error condition. The reporting of the internal settings may require the execution of the Configuration Profile program provided by ZNYX Networks, and the forwarding of the "out file" to ZNYX Networks support.

Classification and Response

A new SPR incident is analyzed by the ZNYX Networks support organization and assigned a classification. This classification determines the response efforts and timing. Examples of classifications and responses are:

- ▶ **Severity 1** – A catastrophic problem for which no work around exists. Severity 1 issues receive immediate efforts to resolve problems and may require distribution of a software patch or special release.

- ▶ **Severity 2** – A performance problem or a compliance issue where a workaround exists. Addressed at ZNYX Networks; solution fixes often are distributed in the next Update release.
- ▶ **Severity 3** – Cosmetic problems, interpreted behavior expectations, ease of use, documentation error, etc. Addressed at ZNYX Networks' discretion and could be distributed as part of some future Update release.

OA Care

Designated technical interface staff members from your organization submit RFS and SPR incidents via the ZNYX Networks "OA Care." OA Care is an Internet-based system for the creation, tracking and resolution of RFS and SPR incidents. OA Care provides any time, anywhere access to the status of open incidents.

OA Care incidents are addressed during our standard business hours of Monday through Friday, 8 AM to 6 PM Pacific Time.

Order Numbers

A Support Agreement is executed to establish the basic annual support. Incremental support services are available if required. The order numbers are:

Annual Support	OA-SPT-MSTR, USR
Additional 10 SPRs	OA-SPT-10SPR, USR
Additional 10 RFSs	OA-SPT-10RFS, USR
Additional Contact	OA-SPT-CON, USR

Technical Account Owners

If you require a higher level of service, dedicated account management and Linux IP routing expertise from ZNYX Networks, you should consider a ZNYX Networks Technical Account Owner (TAO). TAOs facilitate a productive, proactive, long-term service partnership between ZNYX Networks and your organization as readily available Level 2 or Level 3 expert technicians.

Find out more about ZNYX Networks TAOs from your sales representative.

Professional Services

Speed your time-to-market and avoid costly mistakes through careful planning and assessment with ZNYX Networks Professional Services. Tap the collective expertise of ZNYX Networks engineering and development staff to deliver embedded Ethernet IP routing, control and management solutions for the telco market.

Find out more about ZNYX Networks Professional Services from your sales representative.