

Document Sciences Support Transition

Introduction

Effective November 23, 2009, we are pleased to announce that support processes for the Document Sciences product family has been integrated into EMC's global Customer Support organization. This integration changes the way you contact EMC Customer Support, create incidents, and gain access to product resources. Changes include:

- Customers have been migrated off the NetSuite portal and will now use Powerlink for online support.
- Documentation and Knowledgebase articles have been migrated from NetSuite to Powerlink.
- New telephone numbers should be used to contact EMC Support

This Quick Reference Guide is designed to assist you in accessing support and support resources during the transition. The links below will take you to specific sections in this document.

[Contacting Support](#)

[Powerlink – Support by Product Pages](#)

[Frequently Asked Questions](#)

[Register for Powerlink](#)

[Powerlink – Functional Reference](#)

Contacting Support

Effective November 23, 2009, engage EMC Support through Powerlink, EMC's online support portal, or by telephone using the information below. Powerlink is the preferred method for opening Service Requests. In addition to many other benefits, the ability to attach files, screen shots, and error messages directly to your request allows EMC personnel to provide faster and more effective support.

New Support Contact Information –Effective 11/23/2009	
Online Support	http://powerlink.emc.com
Telephone Support	United States: 800-782-4362 Canada: 800-543-4782 Worldwide: +1-508-497-7901
These numbers supersede any previous Document Sciences support numbers.	For additional worldwide access numbers, visit: http://www.emc.com/collateral/contact-us/h4165-csc-phonelist-ho.pdf
Email	Not available

Register for Powerlink

If you do not yet have a Powerlink account, **register now** at <http://powerlink.emc.com>. Powerlink has replaced the NetSuite SupportWeb tool, and will provide online access to numerous resources, including documentation, self-help tools, and Service Request creation. Three-Step Registration Process:

1. Register with a corporate email address. EMC will not accept personal email addresses.
2. Select the location where your EMC products are installed. We recently sent an email to support customers defining their registered Company Name and Site Address. Please ensure you use this install at location to ensure proper access to your information.

3. Select “yes” when you see the “Open and Manage Service Requests Online” screen. This will allow you to open Service Requests online. After registration is complete, you will receive a confirmation email from Powerlink.

Powerlink – Support by Product Pages

The “**Support by Product**” pages are the most effective way to locate information specific to Document Sciences products. After logging into Powerlink, follow the path [Home > Support > Support by Product](#) and choose from the available Document Sciences pages. Document Sciences related content is consolidated on these pages, providing the most efficient method of accessing product information including:

- Installation, Configuration and Upgrade resources
- Tools and Utilities
- Documentation
- Product Lifecycle Information



TIP: Try Support by Product pages first for the most efficient access to content!

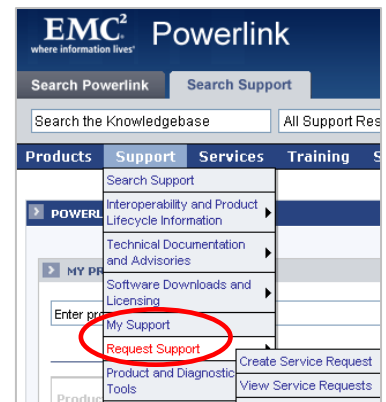
Powerlink – Functional Reference

Information specific to Document Sciences can also be located using the following Powerlink navigation paths.

Service Requests

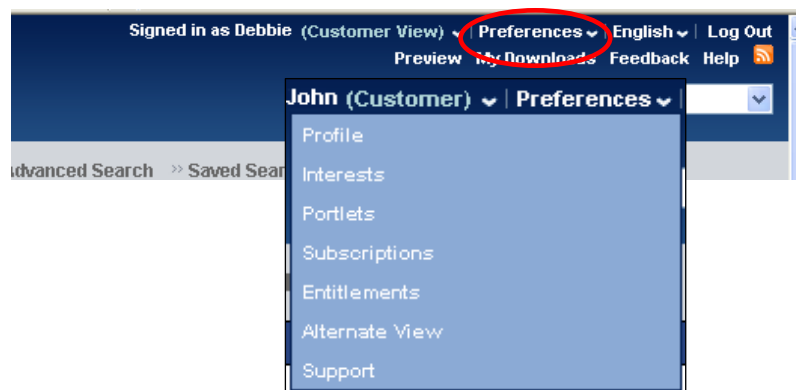
Powerlink is the preferred vehicle for opening of new service requests. To create or view Service Requests (i.e. incidents): [Home > Support > Request Support](#). If you requested “service request management access” during Powerlink registration, you already have access to this functionality. If not, you may request access by emailing your organization name and/or Site ID to support@emc.com. See FAQs below for more on Site ID.

When creating your service request via Powerlink, you can request automatic notification to email and mobile devices.




Set Support Preferences

Preferences customize the way you receive information. Click Preferences on the top Navigation Bar to update your selections. This will ensure that you receive access to the information you need.



Set Alerts/Notifications

Click on the lightning bolt “Alert me”  icon that appears to the right of any Powerlink document and you will be notified when the document is updated. A pop-up window confirms that your Alert has been set. For a quick demo of this feature, navigate to: [Home > Support > Technical Documentation and Advisories > Technical Advisories](#).



TIP: Set notifications **NOW** so you receive critical information ASAP. While you can view them at any time, EMC recommends that you set alerts on EMC Technical Advisories and the Support Product Release Announcement Summary.

Technical Advisories: [Home > Support > Technical Documentation and Advisories > Technical Advisories](#). Organized by product line, these frequently updated documents list recent solutions to known issues. By setting alerts, you will be informed of problems and resolutions as soon as they become available.

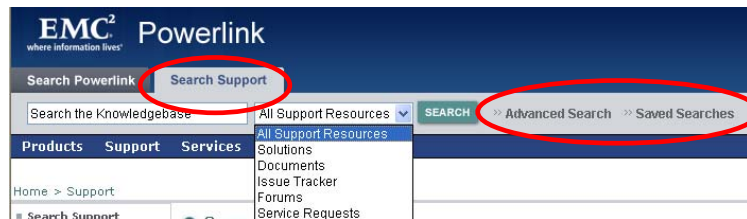


Support Product Release Announcement Summary: [Home > Support > Interoperability and Product Lifecycle Information > Certifications and Product Release Announcements](#). Click “Alert me” icon next to document entitled “Support Announcement Summary - Document Sciences Family and/or others of interest.”



Search Support

This is the most useful search function relative to support information and provides comprehensive search within the Knowledgebase. Refine your search by choosing a specific repository as your source.



Advanced search capabilities are also available by clicking the “Advanced Search” button or following the path: [Home > Support > Search Support](#). In all types of search, you have the ability to refine results and save searches by clicking the “Saved Searches” button.

Note that a broader **Search Powerlink** feature is available, allowing you to search all document types and to refine your search by indicating content type.



Documentation

Navigate to [Home > Support > Technical Documentation and Advisories > Software ~ D ~ Documentation > Document Sciences](#).

Software Downloads

Access to software downloads and instructions can be found at: [Home > Support > Software Downloads and Licensing > Downloads D > Document Sciences](#).

Software Upgrades

Navigate to: [Home > Support > Software Downloads and Licensing > Downloads D > Document Sciences](#). Complete and submit the “xPression Upgrade Request Form” located at the bottom of the page to initiate an upgrade request.

Lifecycle Information

Information related to Product Life Cycle (e.g. Supported Releases, End of Service Life Dates, Expiring Releases, etc.) will be temporarily located at: [Home > Support > Interoperability and Product Lifecycle Information > Documentum and Former Legato Product Information](#). Once on this page, navigate to the appropriate product listing which will be prefaced with “Document Sciences” for ease of navigation.

General Product Info

Navigate to [Home > Products > Software D > Document Sciences](#)

Powerlink Help

For questions on how to use the site:

- Access the Help area—located at the top right of the page

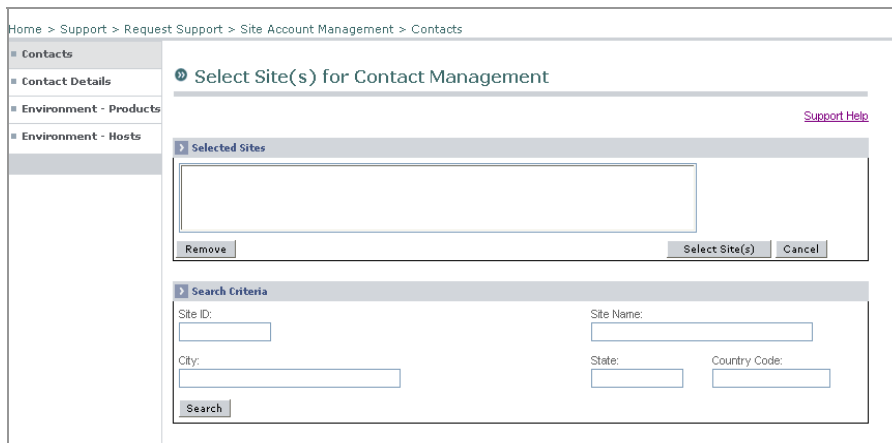


- Feedback button—located at the top right corner of the page, allows you to choose a topic that most closely correlates to your question
- email: Powerlink@emc.com

Frequently Asked Questions

1. I am already a registered Powerlink user. Do I need to create a new account as part of the Document Sciences support changes?

No. If you already have a Powerlink account associated with other EMC products in your environment, you do NOT need to create an additional Powerlink account. However, you may need to use the “Add a Site” capability within the Service Request management area to add a site location to your account. When doing so, make sure to reference the site information which was emailed to key support contacts in October 2009. This function can be found at: [Home > Support > Request Support > Site Account Management > Contacts](#)

A screenshot of a web application interface. The breadcrumb trail at the top reads "Home > Support > Request Support > Site Account Management > Contacts". On the left is a sidebar menu with "Contacts" selected. The main content area has a title "Select Site(s) for Contact Management" and a "Support Help" link. Below the title is a "Selected Sites" section with an empty list box, a "Remove" button, and "Select Site(s)" and "Cancel" buttons. At the bottom is a "Search Criteria" section with input fields for "Site ID", "Site Name", "City", "State", and "Country Code", and a "Search" button.

2. Why do I have to register to use Powerlink when I'm already registered for the Document Sciences support portal?

For security purposes, we are asking each user to self-register within Powerlink. Each customer site will already be created as part of the transition process, but each contact within the customer site should register for their individual access. When registering for Powerlink, customers should use the Site Address that was emailed in October 2009. Contacts that already have Powerlink access are not required to re-register but should reference Question 1 above for additional information.

3. What about the incidents that I opened prior to November 23, 2009?

Existing incidents/service requests that were open as of November 23, 2009 and service requests submitted on/after November 23, 2009 will be available for viewing and management in Powerlink. Incidents closed prior to November 23, 2009 will not be available in Powerlink; however customers will have the ability to view these in NetSuite for a minimum of 30 days. Following this 30 day period, EMC support engineers will continue to have access to this case history.

4. What is the difference between an "incident" and a "Service Request?"

Historically, Document Sciences has used the term "incident" to describe issues or cases that customers open with support. However, in line with the November 23, 2009 transition to Powerlink, incidents or cases will be referred to as Service Requests to remain consistent with EMC terminology.

5. Does Powerlink send emails to me when my incident/service request has been updated by EMC Support?

EMC Customer Support will document all service request updates within Powerlink. You are able to view these updates at any time. Additionally, when creating your service request, you will have the opportunity to request automatic notification to the email and mobile devices you prefer. We highly recommend that you utilize this option. The email will contain a link that you can use to access the case and provide your input to it. For additional information, reference the "EMC Customer Support Guide" at http://www.docscience.com/Support_Transition. (Note this guide is also available on Powerlink and will be accessible following Powerlink registration/login.)

6. Can I open new incidents/service requests via the current Document Sciences support email alias?

No. The use of direct email to log incidents/service requests and send updates to Support was discontinued on November 23, 2009. From that date forward, please use Powerlink's Online Support Tools to create service requests online or contact EMC Support at the numbers provided on Page 1 of this guide.

7. What additional benefits will Powerlink offer as a support resource?

Powerlink provides the ability for EMC customers to use one system in support of all EMC products in their environment. Some Powerlink features Document Sciences customers will find useful include:

- Ability to submit Service Requests online, including the ability to attach files, screen shots, and error messages. This information will be available to EMC personnel for faster and more effective support.
- Comprehensive search capabilities and the ability to save searches for future use.
- Ability to subscribe to automatic email notifications when selected Powerlink documents are updated
- Community Forums to facilitate interactive discussions among EMC and EMC customers. Document Sciences customers will have the ability to participate in existing EMC Forums. In 2010, we look forward to adding a forum specific to Document Sciences solutions.
- Ability to customize the information you receive on Powerlink.

We encourage you to view the Powerlink demo and other resources available online at http://www.docscience.com/Support_Transition and via the Powerlink Help page. The link for Powerlink Help is located at the top right corner of the Powerlink page after login.

8. What will happen to the existing Document Sciences knowledgebase content?

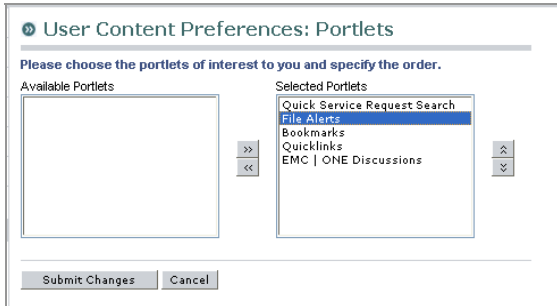
Document Sciences knowledgebase content has been migrated and is available through the Powerlink search function.

9. How will Enhancement Requests be processed after November 23, 2009?

As of November 23, 2009, enhancement requests should be submitted via the EMC Enhancement Request system. To submit a new enhancement request, go to Powerlink and navigate to: Home > Support > Request Support > Request a Product Enhancement. You will receive a response from Product Management via email confirming your enhancement request has been received.

10. What is a Portlet?

Portlets are groups of content and/or links that you can access on Powerlink's home page or from the Portlets button across the site. You can configure which Portlets will appear on your Powerlink home page via Preferences.

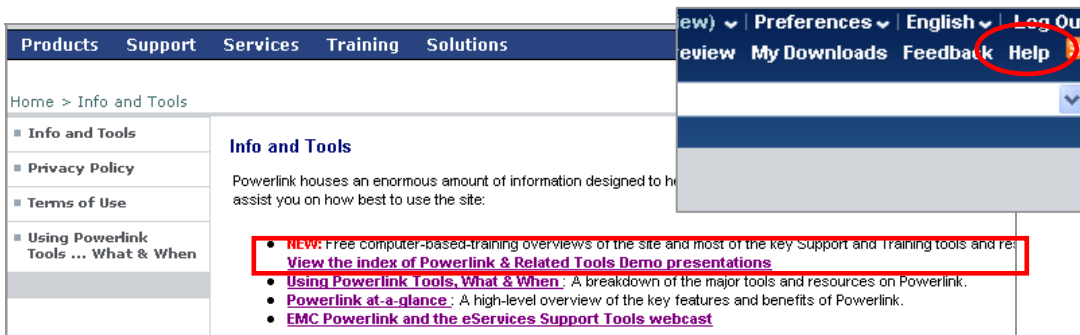


11. I was recently provided with our "Site ID". What is a Site ID?

A Site ID is created for each support customer when they are entered into EMC support systems. This Site ID is used for Service Request management and creation when contacting EMC support by phone.

12. Is More Detailed Powerlink Training Available?

Yes. Additional training resources are available on Powerlink. Once you have registered and logged into Powerlink, we encourage you to access the in-depth training on the Powerlink tools. These are available via the "Help" link in the top right corner of your Powerlink home page.



13. Where can I find information about xPression Workgroup Edition?

Documentation and other resources for xPression Workgroup Edition can be found by navigating to the xPression product family. When opening Service Requests for xPression Workgroup Edition, select "Document Sciences xPression Enterprise Edition - Publish Engine" from the "Product Details" dropdown menu.

14. Is my existing Document Sciences maintenance/support agreement still valid?

Yes. Existing Document Sciences maintenance agreements (including those originally signed with Document Sciences), will remain in effect until expiration. EMC will continue to provide the same or, in some cases, enhanced benefits. Upon renewal or during the term of your current agreement, you may choose to upgrade from Basic to Enhanced Support coverage. Contact your Document Sciences Account Manager for additional information.

Additional information on EMC support options can be found on Powerlink by following the path [Home > Support > Request Support > Customer Support Guide](#).

15. Following November 23, 2009, how do I contact the support representative who is working on my incident?

You can contact the support engineer working on your incident by calling the EMC support center at the telephone numbers provided on Page 1 of this guide and referencing your open Service Request (SR) number.

16. When logging a new call via the phone, why can't I speak directly to a support engineer?

EMC's support organization provides centralized support for all EMC products. Therefore, the first step is to phone the centralized point of contact at the numbers provided. Pertinent information can be quickly collected, your service request created within our system, and then routed to the support engineer who can best assist you.

17. What happens if I use one of the previous Document Sciences contact methods (phone, email or web) after November 23, 2009?

Web – The Document Sciences support customer portal will no longer be available for opening of Service Requests. Customers attempting to navigate to that site will be instructed to utilize Powerlink.

Phone – The old Document Sciences Support phone number will no longer be monitored but a recorded message will be provided with the new phone number. Following a transition period, the old Document Sciences Support phone numbers will be disconnected.

Email – Email to Document Sciences support will receive an automated email response with instructions to connect to Powerlink.

18. Why am I receiving surveys when some of my Service Requests are closed?

Customer satisfaction is of primary importance to EMC. Our goal is to provide exceptional service and to constantly strive to improve. Transactional surveys are sometimes sent to customers when a service request is closed to help us monitor customer satisfaction and to identify areas where we can improve service for you in the future. Your feedback is very important to us.

19. Who can I contact if I have additional questions?

- **Powerlink.** For questions or comments specific to Powerlink (Powerlink registration, access or eServices online support tools), please contact us at Powerlink@emc.com. This email alias is for Powerlink issues only.
- **Service requests/incidents.** Prior to November 23, please continue to contact Document Sciences customer support using pre-transition support processes. As of November 23, use the contact numbers on Page 1 of this guide.
- **Support integration.** For additional information on this transition process, please contact your local EMC Document Sciences representative or email us at Support_Transition@emc.com.

EMC believes the information in this publication is accurate as of its publication date.

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