



DejaCode Technical Support

nexB provides technical Support for DejaCode Software, Content and Documentation with a current DejaCode Subscription including the following:

- Providing guidance on installation and configuration
- Identifying and troubleshooting problems
- Providing workarounds and solutions for verified problems
- Tuning the application for performance
- Providing assistance for Software Updates

Issue Reporting

The primary way to notify nexB of an issue is to create a Request in our Customer Support System (CSS) which requires a Web browser for access. When your Subscription for DejaCode starts, you will be invited to register with our Customer Support System. We recommend creating two contacts for your organization (one primary and one backup). Once you are registered, you can enter a Request directly or by email.

Please provide as much information as possible about how to replicate the problem you are experiencing. We will replicate the issue to verify it and provide a solution. Many issues may require a temporary workaround before a permanent fix is available.

When you create a ticket, please rate the Severity of the issue according to the Severity Descriptions in the table below.

Severity Level	Severity Description	Response Time	Workaround Time	Permanent Solution Time for Temporary Workaround
1	Critical problem that blocks functional usage of the Software.	Up to 6 business hours to respond	Up to 24 business hours for a workaround	Up to 10 business days
2	Software functionality or performance is materially impaired.	Up to 12 business hours to respond	Up to 3 business days for a workaround	Up to 15 business days
3	Software functionality or performance is not materially impaired.	Up to 48 business hours to respond	Up to 10 business days for a workaround	Best effort for next release

When nexB provides a Workaround for an issue, the Severity of that issue is downgraded to a lower level.

If you need to speak directly to nexB about a Request because of its Severity Level or because you want to request an escalation, you contact us by telephone at +1 (650) 592-2096 during nexB's normal business hours which are Monday to Friday, 8 AM to 6 PM Pacific time, excluding US holidays.

Software Updates

nexB releases software Updates on a quarterly cycle (calendar quarters). Each Update will normally include "permanent" fixes for bugs and enhancements plus updates to License and Component data.

nexB provides technical support for the current maintenance release plus the two prior releases.

DejaCode Dataspaces are designed so that you can customize your License and Component data and still receive License and Component data updates from nexB without losing your changes. All Content updates from nexB are applied only to the nexB Reference Dataspace (Cloud or On-premises).



Patch Policy

Cumulative fixes and enhancements are available with each Software Update. nexB will only provide software patches separate from a scheduled Update in unusual circumstances. If you report an issue that has been fixed in a newer release than the release that you have installed, then nexB will request that you upgrade to that newer release. nexB will only consider creating a patch for an older release if:

- nexB provides technical support for this release AND,
- The issue is critical (Severity 1) AND,
- There is no Workaround provided by nexB for this issue AND,
- The patch is technically feasible (i.e. does not require a major change in architecture) AND,
- The patch does not negatively impact the quality or integrity of the product.

nexB will not provide a patch for a non-critical issue.

Support Warranty

nexB warrants that all Support services will be performed in a timely, professional, and workmanlike manner in accordance with applicable industry standards.