JetPatch Support

JetPatch Knowledge Center

https://kc.jetpatch.com/hc/en-us
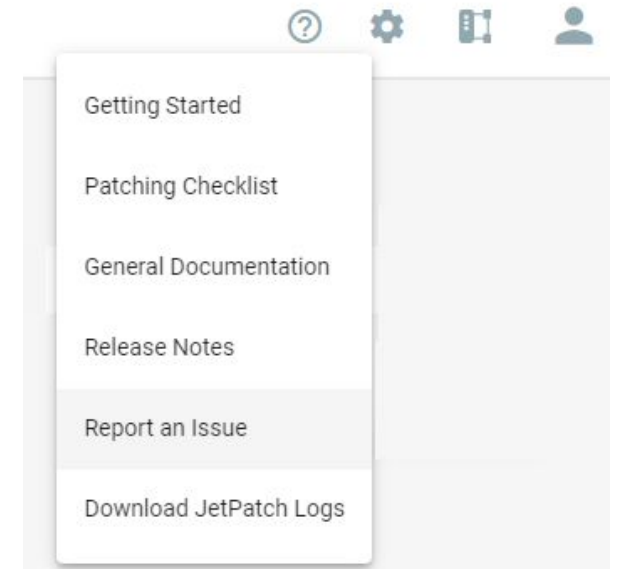
JetPatch

How to Open a Request for JetPatch Support

- Email support@jetpatch.com

- File a Ticket -
  - Using the "Support" button in JetPatch Console
  - https://kc.jetpatch.com/hc/en-us/requests/new

- Call and Leave a Voicemail - +1 (833) 442-0306

Request Details

- **Subject** – short description of the request

- **Description** – the details of the request. Description should be as informative as possible and should include the following information (when relevant):
  - Endpoints and/or patches
  - Operation requested
  - Expected result
  - Screenshot

- **Attachments** – Please provide the following things:
  - JetPatch logs (instructions are in the next slides)
  - Screenshots
  - Script (if relevant)
  - Activity output (if relevant)

Issue Type Summary

- **Manager Console**
  - If you are experiencing any issues with the JetPatch manager console, please include the [Manager Logs](#)
    - Also, if possible, please include a [DB Dump](#)
  - If you are specifically experiencing any UI issues, please also include the [UI Logs](#) in addition to the above

- **Connector Issue**: If you are experiencing issues with a particular endpoint / limited set of endpoints, please include the [Connector Logs](#)

- **Patch Management**: If you are experiencing any patching issues, please following the [patching checklist](#) and try again

- **Agent Management**: If you are experiencing a particular issue with an agent, please include the following
  - Pre-existing VAI
  - Agent Binaries
  - Relevant OS for deployment

Patching Checklist

Article

1. Checking Endpoint Readiness
2. Running Predictive Patching
3. Verifying System Tasks
4. Additional Windows Specific Checks
   a. Check for potential Windows Update Agent issues
   b. Ensure endpoints are only assigned to one group
5. Verify Workflow Selection

JetPatch

SUPPORT AND MAINTENANCE SERVICES

Standard maintenance and support services including technical support, bug fixes, error correction and maintenance updates to the Licensed Software shall be available to Licensee during normal Licensor business hours, provided that Licensee has a valid maintenance agreement in place with Licensor for the applicable software.

Licensor will respond to any requests for technical support made in the manner set forth below, and use diligent efforts to provide a bug fix or workaround for any failure of the Licensed Software to operate in accordance with the documentation.

Technical Support Phone: **1-855-802-3193**

Email: Support@jetpatch.com

Licensor business hours are 4 am – 4 pm US Eastern Time Monday through Friday.

Service Level Agreements

Licensor shall respond to requests for support according to the schedule outlined below:

Error Classification	Acknowledgment	Provide Plan for Error Correction or Workaround
Priority Errors	4 Business Hours	24 Business Hours
Secondary Errors	1 Business Day	5 Business Days
Minor Errors	2 Business Days	Next Software Release

Errors will be classified according to the following definition:

(i) "Priority Errors" – Those Errors that render the Licensed Software inoperative; significantly impact, degrade or restrict the performance, functionality, reliability, or use of the Licensed Software; or result in a lack of functionality or intermittent failure of the Licensed Software. Licensor shall escalate all Priority Errors to Licensor's senior management team for resolution. Licensor will provide a response by a qualified member of its staff to begin to diagnose and to correct a Priority Error as soon as possible but in any event a response will be provided within 4 Hours of notification by Licensee. If Licensee does not receive a response within 4 Business Hours of notification, Licensee can escalate to urgent@jetpatch.com. Licensor will use best efforts to resolve Priority Errors within twenty-four (24) hours of receiving the error notification from Licensee. For any error not resolved within that timeframe, Licensor will continue to use best efforts to resolve Priority Errors until resolved. Once Licensor implements an acceptable work-around, the severity classification will drop to a Secondary Error until Licensor provides a permanent resolution to the Error.

(ii) "Secondary Errors" – Those Errors that impact, degrade or restrict the performance, functionality, reliability, or use of the Licensed Software in a non-material manner; impact, degrade or restrict the performance, functionality, reliability, or use of one or more of the major functions or features of the Licensed Software in a non-material manner.

(iii) "Minor Errors" – Those Errors that are cosmetic in nature, or enhancement requests.

source: https://jetpatch.com/license-services-agreement/

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