

## Transact Campus ID Support Policy



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## CAMPUS ID OVERVIEW

This document describes the specific Support Services available under the Campus ID product lines and supplementary third-party hardware and applications, including:

- Transaction System Enterprise
- Online Photo Submission
- Mobile Credential
- Entrust Datacard
- Transact Door Security and Access
- Lenel S2
- Allegion
- Assa Abloy
- Idemia Morpho Biometric Readers
- Meal Plans
- Customization products (Meal Plans Plus, Enblobber, Deblobber)
- TSE Hosted and eAccounts

Please refer to the Transact Global Support [Policy](#) for general services that extend across all product lines.

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## UPGRADE REQUESTS

Customer upgrade requests require two-week minimum lead-times for the Transact Client Support team to schedule upgrade requests and may be requested by submitting a ticket through the Client Connect [portal](#).

After the upgrade ticket is submitted and assigned, the appointed Upgrade Engineer will send a link to a landing page for scheduling. Based on customer's desired upgrade path, availability will be provided for the parties to schedule the upgrade events. Upon completion, email notifications and confirmations will be sent to client's assigned recipients.

Please reference the Transact System Enterprise Upgrade Support Policy for all additional information.

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## THIRD PARTY HARDWARE SUPPORT

When third-party hardware support, replacement, or repair becomes necessary, the first step is to find out if the device is supported by Transact and then determine if it is under warranty. Devices Supported will be made available in product release notes.

In the event the hardware is no longer under warranty with the manufacturer, Transact will test to ensure the software is functioning as designed. If it is determined by Transact Engineers that the device is still not functioning properly and a reasonable workaround is not available, you will need to consult with your Client Success Manager for device replacement.

## SUPPORT PLANS

Support for software and hardware contracts have different support service levels. The following are the plans available for Campus ID products.

Campus ID Support	Standard	Platinum+
<b>Technical Support during normal Client Support hours:</b> North America 6AM to 6PM MST (Phoenix, AZ; no daylight savings) Australia & New Zealand 6AM to 5PM AEST International: 6AM to 6PM US-MST (UTC -7:00)	✓	✓
<b>24x7x365 Emergency Outage Support</b>	✓	✓
<b>Software Upgrades during Client Support hours:</b> North America 6AM to 6PM MST (Phoenix, AZ; no daylight savings) Australia & New Zealand 6AM to 5PM AEST International: 6AM to 6PM US-MST (UTC -7:00)	✓	✓
<b>Direct access to the Online Customer Learning Center</b> The Online Customer Learning Center is an online portal providing 24hr access to step-by-step instructional videos Customer up to three (3) user logins to the Online Customer Learning Center.	✓	✓
<b>Production Upgrades Priority</b> Off Hours availability with scheduling up to 3 Years in Advance with a Dedicated Upgrade Engineer Must be scheduled 10 days in advance with Transact.		✓
<b>Emergency On-site Assistance*</b> In the event of a site outage where a critical component of the TSE Software cannot be resolved remotely and assistance is requested on site by client, Transact will travel to the site to assist with restoration locally. Client pays all travel related expenses. In the event the outage is located outside North America, Transact will assist remotely unless there is regional/local resources available.		✓
<b>Remote Software Restoration</b> In the event of host hardware failure, Transact will remotely: Assist with the installation of application and operating system from backup media and configuration of partitions. Analyze and resolve database corruption. Confirm readers are on-line and processing transactions.		✓
<b>Test Server Remote Troubleshooting, Support, and Database Refresh</b> For Troubleshooting and Support purposes only, Test servers will receive the same levels of service as production servers. However, problems found on any test system will not exceed a Severity of 3 without reasonable verification that the same problem is occurring on the production server. Test server support includes periodic database refresh from Production to Test during normal business hours upon request. Test server builds are not covered and require a separate engagement through Consulting Services.		✓

<b>Off-hours TSE Scheduled Software Upgrades</b> Must be scheduled 14 days in advance with Transact. Expanded coverage hours is 24x7 availability.		✓
<b>Expert Hands and Maintenance Support</b> 5 hours of Expert Hands services will be provided quarterly, to be used at the client's discretion upon request. Will not be available during peak times and hours to not roll over.		✓
<b>Assigned Senior Dedicated Support Engineer</b> Dedicated phone number for direct routing to assigned Engineer.		✓
<b>Quarterly Support Check-In and Review</b> Trending Analysis based on Institutions needs and prioritization for a proactive approach. Request for this review must be made in advance by primary contact.		✓
<b>Support Appointment Scheduling</b> Ability to schedule times that work best for the client with Support with assigned Dedicated Support Engineer.		✓
<b>Slack Channel Integration</b> Dedicated Engineer into client's Slack instance upon request.		✓

Please consult your CSM if you have any questions regarding additional Support offerings.

## TRANSACT SYSTEM ENTERPRISE HARDWARE SUPPORT COVERAGE

Transact Client Support will assist in supporting hardware covered under the product release notes. During the troubleshooting process, it may be determined that your hardware may require repair and Transact's Technical Support Engineer will work with you to provide the next steps if a repair process is needed. For a full description of hardware coverage and processes, please refer to the RMA Policies and Procedures [document](#).

Hardware Support Offerings	Basic Maintenance	Silver Maintenance
OEM repair Services for Transact manufactured products	✓	✓
OEM repair service for third-party products (non-Transact manufactured readers)	✓	✓
Products shipped to client via ground shipping (or equivalent)	✓	✓
Confirmation tracking number logged in support case	✓	✓
Replacement of worn components, as necessary (normal wear and tear) <sup>1</sup>	✓	✓
Expedited shipping (2-day standard – overnight per request)		✓
Temporary replacement upon request <sup>2</sup>		✓

1: Replacement of Worn Components. Wear-and-tear replacement at Transact's discretion, including but not limited to reader faceplates, read heads, and card slots.

2: Temporary Loaner Terms. Loaners are subject to availability and maintenance coverage.

## SOFTWARE SUPPORT COVERAGE

For unique client issues that are not covered under the standard support coverage will be transferred to the Technical Consulting customer support on a time and materials basis and scheduled in advance. These items will be tested and performed by our Technical Consulting division. Please contact your Client Success Manager to start this process.

## STANDARD SUPPORT COVERAGE

- Resolution or explanation of Transact System-generated error messages
- User issues that occur during normal system and desktop operations

- Specific procedural and system capability questions
- Research, identification, and escalation of Transact application defects
- Assistance and troubleshooting with pre-loaded imports (dining, product, customer, and vending)
- Transact application patches, hot fixes, service packs, and upgrades

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## TECHNICAL CONSULTING CUSTOM SUPPORT

Issues that go outside of the normal scope of Support may be billable events. Examples include:

- Any changes, additions, or customizations to Transact Building Blocks Manager or the Transact System
- Any changes or modifications to Transact hardware
- Server migrations, except during an upgrade with no change in configuration
- Authoring or assisting with authoring a custom report
- Training on-site or over the phone
- Upgrading SSL certificates
- Rebuilding of database tables or any manipulation of database files
- Testing Transact System back-ups
- Re-posting of any sales totals, including credit card sales outside of normal troubleshooting
- Changes on a Windcave Group Account that require processor, merchant, or banking changes
- Support for End-of-Life\* versions/releases of Transact software
- Gathering and building raw data to perform imports (dining, product, customer, and vending)  
Transact supports fixes in the current versions of Transact software as well as one (1) previous release, unless a General Release has been declared by Product Management.

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## TRANSACT CERTIFIED THIRD-PARTY SOFTWARE SUPPORT

This section is intended to outline certified third-party software and non-Transact applications approved by Transact for use with Transact products (e.g., NCR, Pharos, Micros).

Your Client Success Manager can work with you to confirm if your third-party application is supported by Transact.

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## STANDARD SUPPORT COVERAGE

- Troubleshooting of application generated errors
- Functionality issues that occur during normal use of the product
- Procedural and documented capability questions

- Changes to existing IDWorks/TruCredential/Instant ID projects

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## TECHNICAL CONSULTING CUSTOM SUPPORT

- Creating new or customizations to IDWorks/TruCredential/Instant ID projects, workstations, or database
- Upload, distribution, and/or installation of product updates or patch releases
- Applications not purchased from Transact
- Applications not covered under your current support contract
- Installation or configuration of third-party software

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## TRANSACT CERTIFIED THIRD-PARTY SOFTWARE INTERFACE (TIAS AND DIAS) SUPPORT

### STANDARD SUPPORT COVERAGE

- Transact application generated error messages
- User issues that occur during operations as they relate to the Transact interface
- Interface problems, issues, or errors related to Transact applications
- Transact interface questions
- ISO pool imports from a client provided ISO pool file

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### TECHNICAL CONSULTING CUSTOM SUPPORT

- Programming database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration because of an upgrade to the other vendors' software
- Creation or installation of interface scripts or files not part of the Transact standard installation
- Generating ISO pool files

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## OPERATING SYSTEM AND NETWORK SUPPORT

Operating system and network-related issues are supported as they relate to the Transact application and products.

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### STANDARD SUPPORT COVERAGE

- Operating system generated error messages that relate to the Transact application
- Procedural and system capability questions
- Server issues that prevent normal operation of the Transact software



- System printer problems directly related to Transact applications
- Database generated error messages
- Issues directly related to database backup software purchased through Transact and not related to removable media
- Network configuration problems directly related to the Transact applications or Transact hardware

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## **TECHNICAL CONSULTING CUSTOM SUPPORT**

- Costs of operating system version upgrades, security patch releases, or release supplements
- Installation of operating system upgrades, security patch releases, or hot fixes; configuration, installation, or addition of new hardware; or peripherals not purchased from Transact
- Troubleshooting network infrastructure beyond the impact on the Transact System
- Network consultation or configuration, including network support, design, or evaluation
- Network problems caused by the addition of or changes in network configuration or hardware by the user
- Re-installation of operating system when a full system backup is not available
- Re-installation of operating system due to configuration changes, installation of additional features, functions, or software not provided, authorized, or installed by Transact
- System administrative tasks, including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software

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## **DATABASE SERVICE PACKS, PATCHES AND SUPPORT**

### **STANDARD SUPPORT COVERAGE**

- Oracle patches on systems with Oracle licensing through Transact are required to be installed by Transact.
- If at any time the installation of a service pack creates issues with the Transact System, we will work with you to troubleshoot and resolve that issue.

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## **TECHNICAL CONSULTING CUSTOM SUPPORT**

- Clients are responsible for the installation of non-Transact patches and service packs, including those from Microsoft. This activity is not provided as a scheduled service request within Transact Client Support.

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## **TEST SERVER SUPPORT**

Customers are strongly encouraged to maintain test servers for evaluating new releases and integrations prior to installing them in the production environment.

All Transact customers are eligible for upgrades and patches to licensed test servers. Upgrades for test servers for the same version (3.x to 4.x) will be provided during regular business hours.

Platinum+ Support clients also receive support for any errors, questions, or supported integrations installed on test servers. All submitted issues for test servers are considered Severity 3 unless the same issue is found to be affecting production. Platinum+ Support customers may also contact Support for periodic production to four test data refreshes annually with no downtime on production.

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## TRANSACT SYSTEM ENTERPRISE – TRANSACT HOSTED ENVIRONMENTS

With the Transact Hosted Environment, Transact assumes the administrative responsibility of the servers. Transact will maintain access to the system and apply any applicable patches. Transact will provide access for up to five (5) client users.

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## STANDARD SUPPORT COVERAGE

- Assist in configuration of automated tools via the TSLaunchUtility
- RDS Password User Management
- Transact Product Upgrades. Test environments are typically updated one week before production systems.

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## TECHNICAL CONSULTING CUSTOM SUPPORT

- Additional customer users beyond the initial 5, can be purchased in bundles of five users.
- SFTP Configuration

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## EXCEPTIONS FOR CLIENT SUPPORT ENVIRONMENTS

Transact continually strives to improve product technology and stability; as such, our guidelines for Oracle Database and virtual server support have changed to better meet our customers' changing needs for stability and new technology on campus. The following guidelines have been developed and are provided for customers with more resources and internal support for enterprise systems. Client supported environments can expect the same level of service from Client Support provided the environment meets the requirements outlined below.

Transact's innovative approach to break new ground by developing feature rich content combined with the latest security enhancements enables clients the opportunity to regularly upgrade their Transact software to the latest version. A dedicated upgrade engineer team is available to assist in upgrading the TSE software line to the latest release.

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## TRANSACT SYSTEM ENVIRONMENT REQUIREMENTS

### DATABASE

- Database software must match Transact requirements, including release level and patches where appropriate. Requirements are available in the Transact version release notes. In the event of a discrepancy between version or patch numbers due to different operating environments, it shall be the customer's responsibility to ensure compatibility to published Transact documentation and standards.
- Database shall be accessible from authorized endpoints (Application Server, administrative workstations, Reporting System, etc.) via IP networking and pre-determined TCP port.
- Database shall be installed on a separate server system from the Application Server.
- Transact PA-DSS/customer PCI compliance is required.
- Database shall be installed and executed in a manner that conforms to the database software manufacturer's requirements and best practices, including supported operating systems, virtual environments, hardware requirements, and network connectivity.
- Database design and integrity shall remain consistent within Transact version specifications, including tables, procedures, triggers, and constraints. Transact does not provide specific parameters for database management but will provide a blank, exported database for integration into an Oracle environment.
- Database patches and maintenance shall be completed by customer-supplied resources or Transact resources outside of Support. Transact billable resources may be available for custom services in the client specific environment.

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### APPLICATIONS

- Transact applications that run as services shall be installed and executed in an environment that conforms to the Transact version release notes. E.g., Reader Host, Transaction Integration Agent Host, etc.
- Transact applications that run in standalone mode shall be installed and executed in an environment that conforms to the Transact version release notes. E.g., Main, Ifmanview for Building Blocks, Reporting System, Infoview, etc.
- Applications shall be accessible from authorized endpoints (administrative workstations, master controllers, registers, etc.) via IP and serial connections on Transact defined TCP ports. Firewalls, routers, access control lists, and other network filtering platforms shall allow full IP connectivity with no speed throttling or TCP rebuilding that may alter the TCP session's integrity (e.g., "fixup" for certain protocols).
- Applications shall be excluded from anti-virus and network scans, in compliance with Transact version release notes, administration guides, or other documents available to the customer.

## TRANSACTION SYSTEM DATA INTEGRATIONS

- External connections to Transact databases shall be through Transact supported applications, including Building Blocks Manager, Launch Utility, or supported direct integration methods such as ID Works.
- Direct database access via queries or data additions/changes not initiated by Transact authored applications are not supported. In the event of direct database access discovered or noted during case work, Transact Client Support may request any non- supported integrations be removed or disabled as part of the troubleshooting process. Failure to comply with this request from Transact Client Support may result in no case escalation and case closure.
- Direct database access using non-supported integrations may result in not escalating customer cases or case closure. Any cases that are not escalated or closed shall be reviewed by a Senior Engineer prior to case decision to confirm related root cause or symptoms. The customer shall be notified prior to case closure for reviewing the decision to provide resources to assist with case resolution.

## DEFINITIONS

- End of Sale: Transact will no longer offer the product for sale but will continue to offer maintenance and Support as contracted until otherwise communicated by Transact.
- End of Hardware Support: Transact will no longer offer an option to have the product on maintenance and repairs will continue as time and materials services until repair components are no longer available. The hardware will still be operational within the Transact platform until further notice, provided the hardware is not in need of repair.
- End of Software Support: Transact will no longer offer an option to support a version of software or software support for particular hardware in the Transact System.
- End of Life: The product has been removed from Transact's offerings and cannot be operating in a production or test environment.
- TIA: Transaction Integration Agent, Cloud POS and third-party applications used to provide stored value account processing.

If you have any questions about Transact Client Support, contact us at 888- 381-8054.