

**Welcome to  
Progress Fathom Management  
Standard Edition**

Progress® software products are copyrighted and all rights are reserved by Progress Software Corporation. This manual is also copyrighted and all rights are reserved. This manual may not, in whole or in part, be copied, photocopied, translated, or reduced to any electronic medium or machine-readable form without prior consent, in writing, from Progress Software Corporation.

The information in this manual is subject to change without notice, and Progress Software Corporation assumes no responsibility for any errors that may appear in this document. The references in this manual to specific platforms supported are subject to change.

Allegrix, A [Stylized], ObjectStore, Progress, Powered by Progress, Progress Fast Track, Progress Profiles, Partners in Progress, Partners en Progress, Progress en Partners, Progress in Progress, P.I.P., Progress Results, ProVision, ProCare, ProtoSpeed, SmartBeans, SpeedScript, and WebSpeed are registered trademarks of Progress Software Corporation or one of its subsidiaries or affiliates in the U.S. and/or other countries. AccelEvent, A Data Center of Your Very Own, Allegrix & Design, AppsAlive, AppServer, ASPen, ASP-in-a-Box, BusinessEdge, Business Empowerment, Empowerment Center, eXcelon, Fathom, Future Proof, IntelliStream, ObjectCache, OpenEdge, PeerDirect, POSSE, POSSENET, Progress Business Empowerment, Progress Dynamics, Progress Empowerment Center, Progress Empowerment Program, Progress for Partners, Progress OpenEdge, Progress Software Developers Network, PSE Pro, PS Select, SectorAlliance, SmartBrowser, SmartComponent, SmartDataBrowser, SmartDataObjects, SmartDataView, SmartDialog, SmartFolder, SmartFrame, SmartObjects, SmartPanel, SmartQuery, SmartViewer, SmartWindow, Technical Empowerment, WebClient, and Who Makes Progress are trademarks or service marks of Progress Software Corporation or one of its subsidiaries or affiliates in the U.S. and other countries.

Java and all Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Any other trademarks or service marks contained herein are the property of their respective owners.

Fathom Management includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright © 1999 The Apache Software Foundation. All rights reserved (Xalan XSLT Processor) and Copyright © 2000-2002 The Apache Software Foundation. All rights reserved (Jakarta-Oro). The names “Apache,” “Xerces,” “Jakarta-Oro,” and “Apache Software Foundation” must not be used to endorse or promote products derived from this software without prior written permission. Products derived from this software may not be called “Apache” or “Jakarta-Oro,” nor may “Apache” or “Jakarta-Oro” appear in their name, without prior written permission of the Apache Software Foundation. For written permission, please contact [apache@apache.org](mailto:apache@apache.org). Software distributed on an “AS IS” basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License agreement that accompanies the product.

Fathom Management includes software developed by ACME Labs. Copyright © 2000 by Jef Poskanzer <[jef@acme.com](mailto:jef@acme.com)>. All rights reserved. Software distributed on an “AS IS” basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License agreement that accompanies the product.

Fathom Management includes software developed by Sun Microsystems, Inc. Copyright © 2003 Sun Microsystems, Inc. All Rights Reserved. Software distributed on an “AS IS” basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License agreement that accompanies the product.

Fathom Management includes the Jetty Package Copyright © 1998 Mort Bay Consulting Pty. Ltd. (Australia).

Fathom Management includes software developed by the ModelObjectsGroup (<http://www.modelobjects.com>). Copyright © 2000-2001 ModelObjects Group. All rights reserved. The name “ModelObjects” must not be used to endorse or promote products derived from the SSC Software without prior written permission. Products derived from the SSC Software may not be called “ModelObjects”, nor may “ModelObjects” appear in their name, without prior written permission. For written permission, please contact [djacobs@modelobjects.com](mailto:djacobs@modelobjects.com).

Fathom Management includes files that are subject to the Netscape Public License Version 1.1 (the “License”); you may not use this file except in compliance with the License. You may obtain a copy of the License at (<http://www.mozilla.org/NPL>). Software distributed under the License is distributed on an “AS IS” basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License. The Original Code is Mozilla Communicator client code, released March 31, 1998. The Initial Developer of the Original Code is Netscape Communications Corporation. Portions created by Netscape are Copyright © 1998-1999 Netscape Communications Corporation. All Rights Reserved.

Fathom Management contains copyright material licensed fromAdventNet, Inc. <http://www.adventnet.com>. All rights to such copyright material rest with AdventNet.

Fathom Management includes the RSA Data Security, Inc. MD5 Message-Digest Algorithm. Copyright © 1991-2, RSA Data Security, Inc. Created 1991. All rights reserved.

August 2004



Product Code: 4007

Release: V3.0A

Item Number: 101209

# Welcome to Progress Fathom Management Standard Edition

Progress® Fathom™ Management is a system management center that provides visibility, analysis, and proactive monitoring of critical information assets. Fathom Management optimizes the availability and performance of OpenEdge-based applications through system monitoring, alerting, and automatic handling of corrective actions. Fathom Management empowers Progress Software customers to become more efficient, decrease the cost of managing the OpenEdge environment, and ensure high availability and performance.

Fathom Management provides database administrators and systems operations managers with the performance tools and processes required to configure, monitor, diagnose, and manage the OpenEdge environment. Fathom Management not only monitors local and remote OpenEdge databases, system resources (CPU, disk, memory, file system), file resources, and OpenEdge resources (AppServer™, NameServer, and WebSpeed® Transaction Server), it also monitors non-Progress components such as TCP-based network services. Deep monitoring provides more information and more detail about your environment, enabling you to proactively manage operations and make your life easier.

Progress Software Corporation believes that you need a product that provides the best business and development solution, plus the highest level of services and support to back it up. This booklet provides the essential information you need to begin using Fathom Management Standard Edition. It contains an overview of the Fathom Management product, descriptions of the new features in this release, as well as descriptions of the technical support, education services, and consulting services that are available to you as a Fathom Management user.

---

---

# Contents

What your Fathom Management Standard Edition product includes . . . . .	1
What is included on the PDF Documentation CD . . . . .	2
Accessing OpenEdge product documentation on the Web . . . . .	3
Fathom Management Standard Edition product overview . . . . .	3
Fathom Management and the Progress OpenEdge Platform . . . . .	5
What is new in Fathom Management Standard Edition Version 3.0A . . . . .	6
Collections . . . . .	6
Remote container support for database resources . . . . .	7
Enhanced graphing . . . . .	8
Enhanced job and report scheduling . . . . .	8
Getting started with Fathom Management . . . . .	9
Service and support: a 100% solution . . . . .	12
The Technical Support organization . . . . .	12
Education Services . . . . .	20
Progress Software Professional Services . . . . .	21
Worldwide sales offices and subsidiaries . . . . .	23
Progress User Groups . . . . .	23
Registering your product . . . . .	24
Progress Software Developers Network . . . . .	25

---

---

# What your Fathom Management Standard Edition product includes

Fathom Management Standard Edition Version 3.0A supports Progress 9.1D (with the 9.1D09 service pack) and OpenEdge 10.0B.

When you purchase Fathom Management Standard Edition, you receive the following:

- The Fathom Management Standard Edition Version 3.0A product CD.
- If running Fathom Management against Progress Version 9.1D, the latest service pack CD.
- The Fathom Management Standard Edition PDF documentation CD.
- The End-User Product License Agreement.
- The following hard-copy product documentation:
  - *Welcome to Progress Fathom Management Standard Edition*
  - *Installation and Configuration Guide*
  - *OpenEdge Revealed: Mastering the OpenEdge Database with Fathom Management*
  - *OpenEdge Revealed: Achieving Server Control with Fathom Management*
  - Release Notes

If you have purchased the SNMP Adapter product, it is included on and installed from the Fathom Management Standard Edition product CD. You simply enter the appropriate serial number and control numbers for the product during the installation process.

If any of the media or documentation are damaged or missing, call your supplier or call Progress Software Corporation at (781) 280–4000. If you are outside of North America, call your regional sales office.

---

## What is included on the PDF Documentation CD

The PDF Documentation CD contains this booklet plus the following manuals:

- *Installation and Configuration Guide*

Describes planning for a new Fathom Management installation or migrating an existing one and provides installation procedures for both Windows and UNIX platforms.

- *Resource Monitoring Guide*

Provides detailed information about the management console; the procedures to set up and run resource monitors, jobs, job templates; and the procedures to perform Fathom-based import and export activities.

- *Database Management Guide*

Describes how to use Fathom Management to monitor and manage OpenEdge database resources.

- *Alerts Guide and Reference*

Presents alert concepts and procedures and provides a comprehensive reference section to assist you in understanding and working with the Fathom Management alerts feature.

- *OpenEdge Server Management Guide*

Details the concepts, features, and procedures that Fathom Management supports to monitor and manage specific resources associated with the OpenEdge server products: AppServer, WebSpeed Transaction Server, and NameServer.

- *Reporting Guide*

Provides detailed information about creating and working with report instances and templates.

- *FathomTrendDatabase Guide and Reference*

Describes how to manage your FathomTrendDatabase by compacting and purging data. This book also provides a detailed look at the FathomTrendDatabase schema.



- 
- *OpenEdge Revealed: Mastering the OpenEdge Database with Fathom Management*

Describes best practices for building and maintaining your OpenEdge-based system by exploring the internals of your system, examining the role of the database administrator, and giving examples of the various tools available, including Fathom Management.

- *OpenEdge Revealed: Achieving Server Control with Fathom Management*

Describes best practices for using Fathom Management features to configure, maintain, tune, and debug your WebSpeed- and AppServer-based applications.

For information about using the PDF CD, see the *Installation and Configuration Guide*.

So you can access the PDF documentation while you work, the PDF files are also installed with the Fathom Management software. You can access these PDF files from **Start→Programs→Fathom Management→Documentation**.

## Accessing OpenEdge product documentation on the Web

For your convenience, you can access the most recent OpenEdge product documentation from the following Web site: <http://www.progress.com/products/documentation/index.ssp>.

## Fathom Management Standard Edition product overview

Fathom Management provides the following key features and benefits:

- Provides centralized monitoring of the OpenEdge environment to present a comprehensive picture of the health and performance of your OpenEdge application with error reports, performance analysis, and trend analysis to support resource planning.
- Can be used immediately to monitor the following local and remote resources: OpenEdge databases, system resources (such as CPU, memory, disk, or file system), OpenEdge server resources (AppServer, NameServer, WebSpeed Transaction Server), log files, disks, and file systems. Fathom also monitors network resources such as TCP- and UDP-based services.

- 
- Allows you to create collections and custom views from the **My Fathom** page. You can create and use a collection to better organize and operate on resources. You can also optionally create one or more custom views in Fathom and specify exactly what types of information you want to see. The information provides, sometimes in a graphical format, a customized view of your various resources' status.
  - Provides a graphical display of database views, which allows you to see at a glance what is happening in the database. The graphics appear in several different, easy-to-understand charts whose display you can open as a separate window and customize in style and size.

A graphical representation of data also appears in the summary information for other resources—such as OpenEdge server resources, memory, CPU, disk, file, or file system resource— and for several AppServer- and WebSpeed-related performance views.

- Enables you to configure alerts to notify appropriate IT personnel of problems with your OpenEdge applications. For example, you can configure alerts to send e-mail notifications to IT personnel and execute scripts.
- Allows you to view, print, and save reports showing historical and trend data related to all of the monitored resources. Each report instance that you create and run is based on a report template, either one of the over 20 provided by Fathom, or one of your own creation. You can also write custom reports with the Progress® 4GL or use other reporting tools, such as Crystal Reports. Use this feature to help with capacity planning and forecasting.

OpenEdge-related reports include a graphical and an HTML display of information.

- Is easy to deploy, configure, and use. A multi-platform Web user interface allows you to configure and use Fathom through any compatible Web browser.
- Allows you to define batch-style application programs using your existing scripts as Fathom Management jobs. You can schedule the jobs for execution at regular intervals. Fathom Management also provides historical reports of the jobs.
- Is non intrusive. You are not required to make any changes to the network applications you choose to monitor.
- Allows you to decide whether to use Secure Sockets Layer (SSL) when you are setting up:
  - Remote trending of data to the FathomTrendDatabase.
  - The Fathom Management Web server.

See the [“What is new in Fathom Management Standard Edition Version 3.0A”](#) section on page 6 for information about additional key features and benefits.

---

## Fathom Management and the Progress OpenEdge Platform

Fathom™ Management is a key component of the Progress® OpenEdge™ Platform. This platform provides you with all of the tools to build complete, mission-critical applications. OpenEdge then gives you the ability to deploy and manage those applications across a wide range of platforms and configurations—host-based, client/server, n-tier, and Web-based environments, open and proprietary systems, and character and graphical interfaces—without changing the application's business logic. This allows developers to focus on solving business problems, not on reacting to changes in the organization's computing configuration.

The OpenEdge platform is a comprehensive platform for developing, deploying, integrating, and managing business applications:

- **Development Tools** — OpenEdge Studio, WebSpeed® Workshop, 4GL Development System, Translation Manager and Roundtable® TSMS (total software management system).
- **Application Framework** — Progress Dynamics®.
- **Client Processing** — GUI client, character client, WebSpeed Agents, WebClient™, Open Clients (Java™, .NET, and Web services).
- **Business Processing** — The business-purposed Progress® 4GL.
- **Analytical Processing** — Business Intelligence (CorVu®) and reporting (Crystal Decisions™, Progress RESULTS®, and Progress Report Engine).
- **Integration** — OpenEdge Adapters for SonicMQ® and Sonic ESB™.
- **Application Server** — OpenEdge Application Server, including the Progress AppServer™ and the WebSpeed Transaction Server.
- **Data Management** — OpenEdge RDBMS and DataServer technology.
- **Application Management** — Fathom Management, Fathom Replication.

For more information about OpenEdge, see the Progress Software Web site at <http://www.progress.com/products/index.htm> and see *OpenEdge Getting Started: Welcome to Release 10*, provided with your software.

---

# What is new in Fathom Management Standard Edition Version 3.0A

This release of Fathom Management Standard Edition offers the following new features:

- Collections.
- Remote container support for database resources.
- Enhanced graphing.
- Enhanced job and report scheduling.

## Collections

Fathom now supports the creation of user-defined groups of resources known as collections. Collections extend the more limited My Fathom views available previously in Fathom Management; views are now incorporated into collections.

You can use the collection feature to better organize and operate on resources. For example, you might create a collection, known as Collection A, that includes all resources on which a particular application depends. You might then create another collection, known as Collection B, that is also dependent on one of the resources in Collection A. If the resource common to both Collection A and Collection B fails, the failure is reflected in the status of both collections, enabling you to determine quickly the extent and the impact of the failure.

A collection can be shared or private and can include any number of the following resources:

- Monitored resources
- Jobs
- Reports
- Other collections

For details about collections, see the [\*Resource Monitoring Guide\*](#).

---

## Remote container support for database resources

There is now an additional way for you to control and monitor scripted and managed databases through a Fathom remote container.

Previously, if you wanted to monitor and manage a database through Fathom, it was necessary to install Fathom and the AdminServer on each machine hosting a database being monitored. With the new support for databases in remote containers, you can now install Fathom on one machine and monitor any database on a machine where the AdminServer is running. (Note that the remote machine requires OpenEdge 10.0B or Progress 9.1D with the 9.1D09 service pack).

The databases and remote container are defined as follows:

- A scripted database is one that is not currently listed among the database resources that the AdminServer manages.
- A managed database is one that the Progress Explorer and the AdminServer recognize and manage.
- A remote container is a container associated with an AdminServer that is executing on a host other than the Fathom host console machine.

The Fathom host console machine must be running an AdminServer that you have configured using the Fathom Remote Monitoring Utility. The remote machine must be running an AdminServer that you have configured, also using the Fathom Remote Monitoring Utility, to connect into the Fathom host machine. An installation of Fathom Management on the remote machine is not required.

---

## Enhanced graphing

The following enhancements related to graphing are available in Fathom Management Version 3.0A:

- The graphing mechanism has been extended with the addition of a persistent data cache. This persistent data cache allows you to obtain resource data for graphs to cover longer periods of time than were possible previously, and to transcend stops and restarts in Fathom.

Additionally, you can specify for each resource the maximum period of time that a resource's data is retained. The period of time you specify determines the amount of space that the data cache files can expand to and, consequently, the runtime cost to generate a graph since increased data means increased processing.

- A new high/low graph type and new, user-specified data averaging are now available. Both of these new features allow you to produce the most useful visual representation of your data when the amount of data exceeds that which can be depicted in an individual graph.
- A new interface for configuring viewlet graphs is included in this version. The interface allows you more choice in the type of graph Fathom produces as well as other viewlet and graph options.
- Numerous graphs have been extended with threshold values. These values are derived from Fathom rules that you have set on the resources and relate to the metrics being graphed.

## Enhanced job and report scheduling

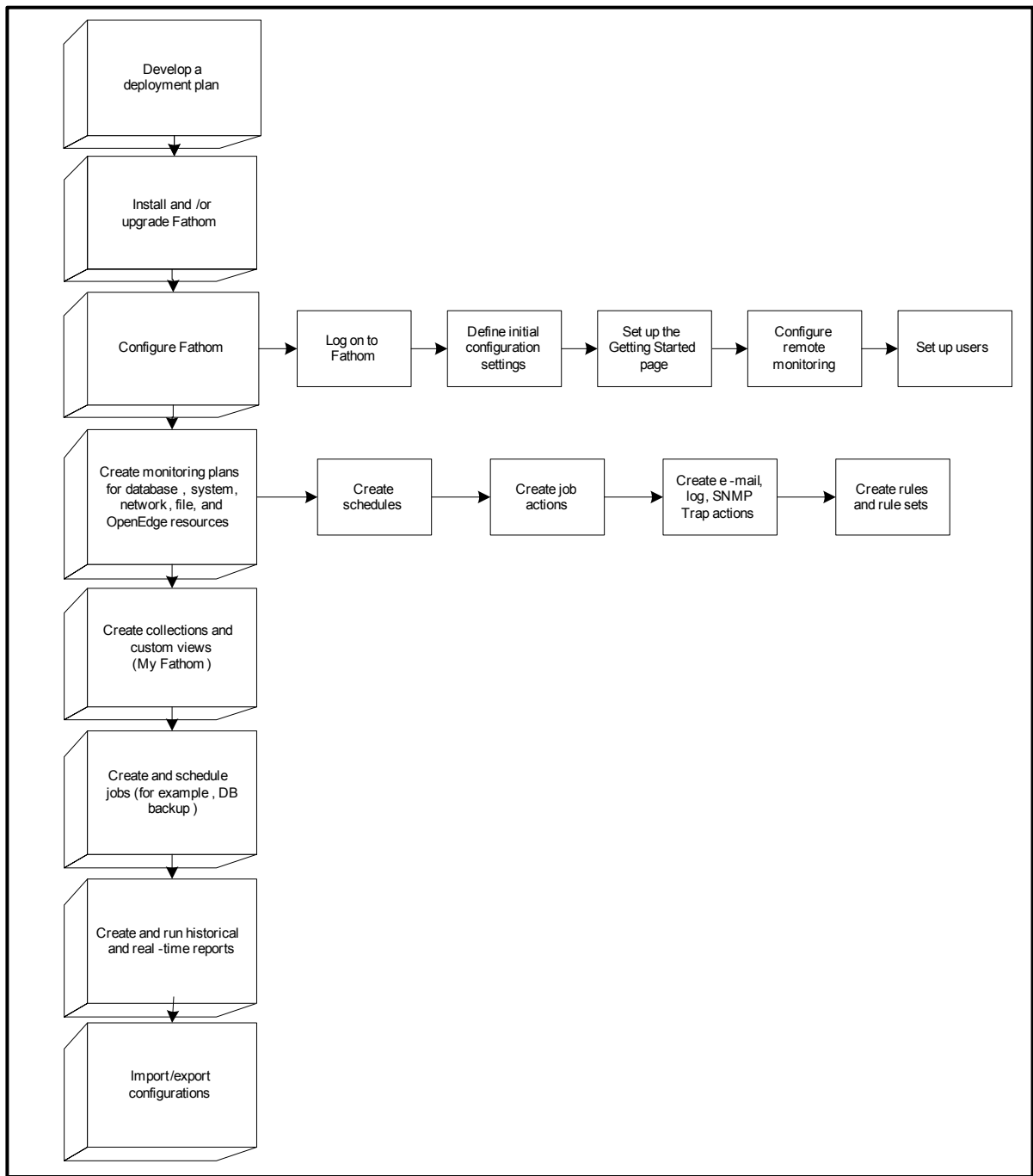
Fathom Management Version 3.0A now allows you to define more complex job and report schedules by providing support for scheduling options tied to a business period interval (rather than just a calendar interval). This enhanced cron-based scheduling allows you to execute batch-style commands at scheduled repeatable intervals and as command actions in response to rule violations.

---

## Getting started with Fathom Management

In your package you will find the *Installation and Configuration Guide*, which provides step-by-step installation instructions. This guide will also tell you how to find information that is specific to your environment. Additional documentation, provided on the PDF CD, provides detailed instructions on configuring and using Fathom Management to monitor your resources.

To help you get started with Fathom Management, [Figure 1](#) illustrates the major Fathom Management tasks, in the order they are typically performed. This diagram is not intended to depict all of the features or functionality in Fathom Management, but rather to provide a high-level view of Fathom Management. Use the information in [Table 1](#) to locate information on performing each task.



**Figure 1: Fathom Management workflow overview**



**Table 1: Documentation for major Fathom Management tasks***(1 of 2)*

<b>For information on this task...</b>	<b>See this manual...</b>
Developing a deployment plan before you install Fathom Management.	<i>Installation and Configuration Guide</i>
Installing or upgrading Fathom Management on each Windows or UNIX system that you plan to monitor.	<i>Installation and Configuration Guide</i>
Configuring Fathom Management, which includes logging on, defining initial configuration settings, setting up the Getting Started page, configuring Fathom for remote monitoring (optional), and setting up Fathom Management users.	<i>Installation and Configuration Guide</i>
Updating initial settings related to authorized users, user preferences, the SNMP Adapter, and other configuration settings in the following categories: general, FathomTrendDatabase, Web server, email alerts, and resource monitoring.	<i>Installation and Configuration Guide</i>
Using the HTTPS (SSL) protocol for trending to a remote database or for communication between Fathom Management Web server and client.	<i>Installation and Configuration Guide</i>
Creating monitoring plans for and managing system, network, file, and OpenEdge resources.	<i>Resource Monitoring Guide</i>
Creating collections and custom views (My Fathom).	<i>Resource Monitoring Guide</i>
Creating and scheduling jobs.	<i>Resource Monitoring Guide</i>
Importing and exporting configurations.	<i>Resource Monitoring Guide</i>
Creating and running reports.	<i>Reporting Guide</i>
Creating monitoring plans for and managing database resources.	<i>Database Management Guide</i>

Table 1: Documentation for major Fathom Management tasks

(2 of 2)

For information on this task...	See this manual...
Creating monitoring plans for and managing OpenEdge server resources.	<i>OpenEdge Server Management Guide</i>
Understanding and working with Fathom Management alerts.	<i>Alerts Guide and Reference</i>
Managing your FathomTrendDatabase by compacting and purging data, and understanding the FathomTrendDatabase schema.	<i>FathomTrendDatabase Guide and Reference</i>

## Service and support: a 100% solution

Progress Software Corporation maintains a long-term commitment to superior product performance and productivity. Ultimately, product quality is a direct result of the judgment and experience of the people who work to produce it. The quality of an application development environment is only as good as the products and services that back it up. It is the people behind the product—in Development, Documentation, Technical Services, Education Services, and Consulting Services—who make the difference.

### The Technical Support organization

The Technical Support organization is structured according to geographic regions, each with its own center. The regions are:

- Americas.
- Europe, Middle East, and Africa.
- Asia Pacific.

---

## **Americas**

The Americas Support Center is located in Bedford, Massachusetts. It provides telephone support in English, Spanish, and Portuguese for American and Latin American customers. Hours of operation provide coverage that takes into account the business hours of local sales offices as well as the time zone differences between the countries in this region.

Customers can access the Americas Support Center by telephone, by e-mail, or by using the PSC Support Web site (<http://www.progress.com/support>).

## **Europe, Middle East, and Africa (EMEA)**

The EMEA Technical Service Centre supports our Distributors, ISVs, and Direct End Users in the EMEA region. Support is offered in ten different languages to supply telephone coverage in your native language. The Technical Support Engineers (TSEs) all belong to a language team to ensure telephone coverage. They also belong to one or more skill groups, which are defined around different areas of the OpenEdge product set.

Customers can access the EMEA Support Centre by telephone, by e-mail, or by using the PSC Support Web site (<http://www.progress.com/support>).

## **Asia Pacific**

The Asia Pacific Support Centre supports our Subsidiaries, Distributors, ISVs, and Direct End Users in the Asia Pacific region. Support is provided in English only.

Customers can access the Asia Pacific Support Centre by telephone, by e-mail, or by using the PSC Support Web site (<http://www.progress.com/support>).

## **Coverage offerings**

This section explains the workings of Progress Technical Support. We are committed to providing the best possible technical support. For more detailed information and a complete reference to important names, phone numbers, and e-mail addresses, visit our Web site at <http://www.progress.com/support>.

Progress Software Technical Support is available to you when the commercial products fail to work as documented. If it is determined during the course of a call that you would be better served by making use of training and consulting services, we might refer you to your local office.

---

Technical Support provides assistance with products according our Product Life Cycle document. There are three levels of coverage available:

- Standard Support Service.
- Enterprise 24 x 7 Support Service.
- Advantage Support Service.

Standard Support Service is provided for Active and Functionally Stable versions of the product. Enterprise 24 x 7 Support Service extends the hours of coverage to 24 hours per day, 7 days per week, 365 days per year. With Advantage Support Service, you gain a Technical Relationship Manager (TRM) focusing on your company, including direct access to senior and principal engineers.

Support Options and Packages are available, for additional charges, to cover special support requirements:

- On-Call, After-Hours (for occasional preplanned activities that require access to technical support outside standard contracted support hours).
- On-Site (for the purpose of resolving existing technical support issues at your site).

### **Preparing to contact Technical Support**

There are a number of components that are required information when logging a support issue with Progress Technical Support. Here is a list of the information you need to provide and the primary questions you should be prepared to answer before you place your support call:

- Your name.
- Your company name and/or customer number.
- The product's serial number.
- The telephone number or e-mail address where you can be reached.

---

The following questions will help us assist you more quickly:

- In which environment is the product running? Include:
  - Memory.
  - Swap space.
  - Number of users.
  - Disk space.
  - Machine and model.
  - OS and version.
  - OpenEdge product and version.
  - HLC or ESQL/C (Large or Small Client?).
  - Multi-OS environment (Yes or No?).
  - Third-party products installed on the machine, and their versions.
- Which error messages did you receive and where or when did you see them? Include:
  - Messages appearing on screen from client or server or in log file (in the order they appeared).
  - Previous messages in the log file (going back several days before onset of the problem).
  - Messages in hardware log or event viewer, if appropriate.
- What was happening when the problem occurred?
- Is the problem new, has it occurred before, or has it always been there? How often does the problem occur? For instance, how many times has it occurred in the last twenty sessions? Can you re-create the problem at will or upon demand?
- Can you duplicate the problem against the Sports database?
- If you have more than one database, does the problem occur on all of the databases?
- Does it happen with multi-user OpenEdge, single-user OpenEdge, or both?

- 
- Was there anything unusual about the environment when the problem occurred?
  - Do you have any idea what the problem might be? For example, are you aware of any recent changes in the system environment or in the application?
  - Was a core file or Dr. Watson log file produced? If so, save this file in case the stack trace information is needed.
  - What have you done so far to debug or isolate the problem?

### Contacting Technical Support

You can contact your regional support center either by telephone, fax, e-mail, or the Web. Please ensure you have all the relevant information available prior to making contact:

Contact level	Information
Americas	Web: <a href="http://www.progress.com/support">http://www.progress.com/support</a> E-mail: <a href="mailto:support@progress.com">support@progress.com</a>  Main Telephone: + 1 781-280-4999 Fax: + 1 781-280-4543  Venezuela: 800-1-3541
Asia Pacific	Web: <a href="http://www.progress.com/support">http://www.progress.com/support</a> E-mail: <a href="mailto:asiapac-support@progress.com">asiapac-support@progress.com</a>  Main Telephone: + 61 3 9805 8530 Fax: + 61 3 9805 8531 Japan: +800 77647377 (+PROGRESS) Malaysia: +800 77647377 (+PROGRESS) Singapore: +800 77647377 (+PROGRESS)

Contact level	Information
Europe, Middle East, and Africa	Web: <a href="http://www.progress.com/support">http://www.progress.com/support</a> E-mail: <a href="mailto:emeasupport@progress.com">emeasupport@progress.com</a> Main Number: +31 10 286 5222 Austria: 0800-295799 Belgium: (Dutch) 08001-5897 Belgium: (French) 08007-2271 Czech Republic 800-142-000 Denmark: 8001-8467 Finland: 08001-13144 France: 0800-917928 Germany: 0800-182-3022 Ireland: 1800-553115 Luxembourg: 0800-22036 Netherlands: 0800-022-7122 Norway: 8001-1362 Poland: 0-0800-3111264 South Africa: 0800-995045 Spain: 900-983-112 Sweden: 020-79-5286 Switzerland (French): 0800-550859 Switzerland (German): 0800-555218 United Kingdom: 0800-966179 Fax: +31 10 286 5225

Please note that it is possible that the engineer taking your details might not be a specialist in the related product area. However, he or she will take a full description and will ensure the call is passed to the appropriate person.

### Logging your calls on the Web

TechSupport Direct is available from the Support Web page at <http://www.progress.com/support>. Click the TechSupport Direct link. This is the direct Web interface into your regional Technical Support call logging and tracking system. Through this service, you can log, monitor, update, report on, and close your issues over the Web. A login ID and password are required.

Quick Log is a tool specifically designed for users to quickly log an issue without requiring a login ID or password. If you would like the ability to update your existing call or check the status of a call, you must use TechSupport Direct.

---

### From your customer site

If you are calling from a customer site, please make this known to the engineer. Ask the engineer to set the priority of your call to HIGH to ensure you get a prompt call back if your issue cannot be resolved during the first call.

### Your work request number

Each time you contact Progress Technical Support you will be given a Work Request (formerly call or issue) tracking number. There are several components to the Work Request number in the format:

Wymmddxxxx

All Work Requests begin with W, followed by a single digit (y) for the year, 4 for 2004. The next two digits (mm) indicate the month, two digits (dd) represent the day of the month, followed by a four-digit (xxxx) unique sequential call identifier.

Please quote this Work Request number whenever you need to follow up on your issue. Note that different numbering schemes are used for each center. The Americas center uses numbers starting with 4xxx, EMEA uses 0xxx, and Asia/Pacific uses 9xxx.

The following table describes the defined call priorities, response times, and the schedule for providing status updates:

Call priority	Criteria	Response time	Status updates
CRITICAL	Critical, impacts entire business.	60 minutes.	Response + 4 business hours.
DOWN	Unit or system down.	60 minutes.	Response + 8 business hours.
HIGH	High priority.	4 hours.	Daily.
ESCALATED	N/A	N/A	Daily.
MEDIUM	Normal, default priority.	8 hours.	As needed.
LOW	Customer not in a hurry.	Next business day.	As needed.



---

## **Supporting Progress customers**

A customer is any organization that has a valid maintenance contract with Progress Software Corporation. Our goal is to provide the best support possible. To this end it is important that we service and support those customers who have contracts with Progress Software.

In the case of Independent Software Vendors (APs), the first call on any issue related to an end-user customer should come from the AP. It is important that the AP initiate all support calls to Progress because it is in the AP's best interest to know what problems their customers are encountering and to isolate those problems. Furthermore, the customer of the AP is not the best resource in problem isolation between the AP's application or software from Progress. The AP must be involved with any problem that its customers might encounter with Progress Software. This involvement will increase their knowledge and maintain the appropriate relationship with the customer. The AP will also be in a position to determine if this problem affects a single site or the AP's entire customer base.

If a customer of an AP contacts Progress Software directly with an issue, they will be asked to discuss that issue with their AP. If a customer of an AP would like support directly from Progress Software, we will ask them to contact their AP and arrange for the purchase of a direct maintenance contract for them through the AP. Obviously, this does not replace the application support provided by the AP. If you do not have a valid maintenance contract for the specific license you have a problem with, you will be allowed one free call, and the Technical Support Engineer dealing with your issue will notify your local office. Failure to renew your maintenance agreements for the licenses in question is likely to result in denial of support for any further calls.

If you have questions about evaluation licenses, future products, or any sales-related questions, please contact your presales support team at your local Progress Software office.

## **Service packs**

Service Packs are a collection of bug fixes to OpenEdge products; they go through a high level of testing, including running a complete suite of regression tests. Service Packs are released for all supported platforms at the same time, have the same version number, and contain the same fixes. Service Packs for Core Products are released every three months, as needed, from the product's release delivery date. They are available online through the Product Updates and Documentation link at <http://www.progress.com/support>. Service Packs include an installation procedure to take you through the steps to apply the Service Pack.

---

## Education Services

Progress Education Services offers a complete, task-based, hands-on curriculum for core products. Both classroom training and nonclassroom alternatives are available.

Our classroom courses are taught by expert instructors in state-of-the-art facilities located worldwide. On-site training is also available for the convenience of our customers who wish to take our courses directly at their workplace. For those who prefer learning at their own pace, we offer a full range of computer-based training and text-based instruction courses.

By taking one of our courses, you receive an OpenEdge education from professionals who have made software training a career focus. Our instructors are specialists who receive complete technical training in all aspects of OpenEdge products. Our highly skilled course developers work together with top OpenEdge software engineers to create the best training possible.

All our courses, whether classroom or self-paced, are task-based. That is, they emphasize what you need to know to do your job and how you can leverage the capabilities of OpenEdge products to maximize your investment.

All our courses provide ample opportunity for practice through hands-on, real-world labs. In each course, you will build an application that simulates a real-world environment. When you complete your training, you can take your newly built application with you for future development at your own site.

An OpenEdge education provides you with:

- The highest quality course materials for classroom and nonclassroom study developed by expert course developers working closely with OpenEdge software engineers.
- Experienced instructors with access to OpenEdge benchmarking and source materials.
- Self-paced training options that enable students to learn what they need, when they need it, without leaving the office.

### How to remain current with PSC Education Services offerings

Progress Software Corporation offers you a wide and ever-increasing choice of educational options. We are continually offering new courses to address the pressing needs of our user community. For up-to-date information, visit us on the Web at <http://www.progress.com/education/index.htm>.

---

## Progress Software Professional Services

Progress Software Professional Services (PSPS) offers strategic solutions to help you make the most of your technology investment and prepare you for the future. Whether you are looking to take your business to the Web, gain operational efficiencies through better reporting and decision support, or enhance your technology environment to make it run faster and smoother, Progress Software Professional Services can help you get there.

It is easier than ever to tap into the power of this expert knowledge and advanced insight with a collection of consulting, mentoring, and training programs tailored to address the issues you are facing right now:

- **Business Enhancement** — Take your business to a new level by enhancing your existing OpenEdge-based applications with valuable business solutions.
- **Business Migration & Optimization** — Master advanced strategies and tactics for moving your applications to the Web.
- **System Enhancement** — Examine, tune, supplement, and manage your systems for maximum performance.
- **Globalization Empowerment** — Open your doors and start doing business with speed and confidence with anyone in the world.
- **User Training and Education** — Improve productivity by ensuring that everyone on your team is up-to-date on the latest OpenEdge technology.

### The inside advantage for Consulting and Education

Progress Software Professional Services is the only resource where you will find the kind of in-depth product knowledge and envelope-pushing attitude that lets you take your business to the next level of performance. We offer:

- More than 300 consultants worldwide.
- More than 60 product training experts.
- Expert project management teams and a dedicated Office of Project Management.

---

## **For more information**

To find out how Progress Software Professional Services can help you with your most pressing objectives or to learn more about any of our programs, log on to

<http://www.progress.com/consulting/index.htm>.

Services might vary from region to region. For information regarding Progress Software Professional Services in your area, contact the address listed below. For current information, visit our Web site at <http://www.progress.com/worldwide/index.htm>.

### **North America – Corporate Offices**

14 Oak Park  
Bedford, Massachusetts 01730  
Tel: 781–280–4000  
Fax: 781–280–4095

### **Europe/Middle East/Africa**

Progress Software Europe BV  
Schorpioenstraat 67  
3067 GG Rotterdam  
The Netherlands  
Tel: 31 10 286 5700  
Fax: 31 10 286 5777

### **Latin America**

Progress Software Corporation  
2255 Glades Road  
One Boca Place – Suite 300 E  
Boca Raton, Florida 33431 USA  
Tel: 561–998–2244  
Fax: 561–998–1573

### **Asia/Pacific**

Progress Software Pty. Ltd  
1911 Malvern Road  
Malvern East 3145  
Victoria, Australia  
Tel: 61 3 9805–8500  
Fax: 61 3 9885 9473

---

## Worldwide sales offices and subsidiaries

Progress Software sells products and services worldwide to organizations that develop and use mission-critical business applications. With our partners, we deliver solutions, consulting, technical support and training to customers in over 100 countries. Our Web sites around the world are continually updated to provide the most current localized content and area-specific information.

For a complete list of Worldwide Sales Offices and Subsidiaries, consult the Progress Software Corporation Web site at <http://www.progress.com/worldwide/offices.htm>.

## Progress User Groups

Progress Software User Groups provide the ideal networking environment for you and other Progress users. Worldwide user groups provide a way to meet others in an informal setting to exchange ideas and discuss the applications that are impacting today's fast-paced technology model. User Groups feature Progress Software experts and other guest speakers so that you can keep up with the latest product advancements and trends. Progress Software actively supports its user groups with formal communication forums and discounts on training and other corporate events.

Whether you participate in person or via the Internet, a Progress Software User Group is your best way to stay informed and stay connected.

For a complete listing of Progress User Groups, visit the Progress Software Corporation Web site at <http://www.progress.com/groups/listing.htm>.

---

## Registering your product

To be eligible for user support services, you must register your OpenEdge product.

### **Benefits of the Annual Maintenance Plan**

There are three important reasons for you to cover your OpenEdge products under the Annual Maintenance Plan: access to new product versions, investment protection on product trade-ins, and access to Progress Software Corporation Technical Services.

Keeping up with software enhancements is always important, and it is often critical to the success of your application. Progress Software Corporation regularly introduces new features and capabilities. If you cover your products under the Annual Maintenance Plan, you can receive new versions for only a processing fee plus the cost of the documentation, where applicable. Also, if your product is covered under maintenance, you get 100% trade-in value toward future products.

Finally, we think you will find access to our Technical Services staff invaluable.

### **How do I enroll?**

The Annual Maintenance Plan is valid for one year from the date you purchase your OpenEdge product and can be renewed at the end of that year. For the specific costs of your maintenance plan, please contact your Progress Software Corporation supplier.

The sooner you enroll in the Annual Maintenance Plan, the more economical it is. If you enroll in the plan more than 90 days after purchasing your product, you are subject to substantially higher prices. Please contact your Progress Software Corporation supplier if you have any questions about the Annual Maintenance Plan.

### **So, enroll in the Annual Maintenance Plan today!**

Note: If you purchased your product through a Progress Software Corporation Application Partner, contact them first to purchase maintenance.

---

## Progress Software Developers Network

The Progress Software Developer's Network<sup>SM</sup> (PSDN) is a service designed to deliver to developers the information and resources needed for creating best-of-breed business systems with OpenEdge technology. At <http://www.psdn.com>, you will find technical reports, up-to-date product information, and a gateway for participating more actively in the OpenEdge developer community. You can also subscribe to receive information on the topics and products that are most relevant to you.

If you have purchased maintenance on a development product directly from Progress Software Corporation, you are entitled to become a member of PSDN. Members receive two computer-based training courses prepared by Progress Education. In addition, members have deeper access to the PSDN Web site, including dynamic content that provides insight from product specialists into technological future directions and the opportunity to pose your technical questions directly to Progress experts during Web seminars and chats.

Premier PSDN membership is another level of service that includes subscriptions to the PSDN Software Developer's Kit. The PSDN SDK is a comprehensive package of OpenEdge products designed to support developing the full range of OpenEdge applications: WebSpeed, distributed, client/server, and DataServer. For more information about PSDN membership, visit the Web site at <http://www.psdn.com/about/index.htm>.

---