



Technical Support and Maintenance

Standard Maintenance Plan End-User Guide

Please get in touch with us for your training and technical support queries

asiasupport@protasoftware.com

globalsupport@protasoftware.com

Publisher



Limitation of Responsibilities

Prota shall not be held responsible for any losses caused by documentation, software, or usage errors.

In addition to Prota License Agreement Terms, it is the responsibility of the user

- to check of results generated by documentation and software,
- make sure that the users of the software and their supervisors have adequate technical capabilities,
- make sure that the software is used correctly per the reference manual and documentation,

Intellectual Property

ProtaStructure is a registered trademark of **Prota Software Inc.**, and all intellectual property rights belong to **Prota Software Inc.** Documentation, training, and reference manuals. Any program component can not be copied, distributed, and used in violation of the license agreement.

Trademarks

ProtaStructure®, **ProtaDetails®**, **ProtaSteel®**, and **ProtaBIM®** are registered trademarks of Prota Software Inc. Prota logo is a trademark of Prota Software Inc.



Table of Content

Welcome.....	4
Prota Maintenance Plan – Getting Started.....	5
My Maintenance Plan	5
Technical Support.....	5
Web-based Support	5
Support Contacts.....	6
Support Ticket Number	6
Response Times.....	6
Product Updates.....	6
Customer Obligations.....	6
How to Get Technical Support	7
Scope of Technical Support.....	7
Customer Obligations.....	7
Technical Support Expectations and Response Times	8
Submit a Support Ticket.....	8
Prota Help Center (Web-Based Portal)	9
Software Issues and Feature Enhancements.....	10
Software Issues.....	10
Feature Enhancements	10
Maximizing Your Investment	11
Thank You... ..	12



Welcome

We are pleased to welcome you as a Maintenance Plan customer with Prota. We are sure that you will find your technical support agreement helpful in making the most of our products.

Our main priority is to offer our clients an excellent post-sales customer experience and technical support services. You can rest assured that we will strive to provide the best and most efficient support service possible.

Thank you for purchasing a Prota Maintenance Plan for your business needs. We look forward to supporting you.

Sincerely,

Prota Team



Prota Maintenance Plan – Getting Started

Thank you for purchasing a Prota Maintenance Plan. Your maintenance plan includes entitlement for one named contact (provided that they are a registered employee of your company) to receive Technical Support and provides many benefits, including:

- Free updates for 12 months from the purchase date of your product (Or as stated in the order form)
- Access to our team of experienced engineers
- Access to our online resources available 24 x 7
- Submit unlimited support requests for 12 months

Your nominated Technical Contact has been added to our database. They should shortly receive an invitation to log in to **Prota Help Center** and **Customer Community** at <https://support.protasoftware.com> to submit a support ticket, check the status of existing tickets, use our online knowledgebase, or participate in Prota User Community.

My Maintenance Plan

Under Standard Maintenance Plan, Prota will provide the customer with the following services for a period as stated in the sales and license agreement.

Technical Support

Prota will provide technical support Monday through Friday during office hours (excluding public holidays).

You can contact Prota's technical support engineers at the location nearest to you. Please refer to the following table for time-zones and locations:

Location	E-Mail Address	Hours of Operation
The Asia Pacific, e.g., Malaysia, Singapore	asiasupport@protasoftware.com	9 am to 5 pm GMT+8, Monday - Friday
Thailand	aec@applicadthia.com	9 am to 5 pm GMT+7, Monday - Friday
Other	globalsupport@protasoftware.com	9 am to 5 pm GMT+3, Monday – Friday

Web-based Support

Prota will provide customers' registered support contact with access to its online **Prota Help Center**, enabling its customers to create, track, and update support tickets and access its knowledgebase and community forums. Prota Help Center can be accessed at support.protasoftware.com. Availability is subject to maintenance and reasonable downtime.



Support Contacts

Prota will support customer employees registered as support contact in Prota's CRM system.

Support Ticket Number

Upon receiving a support request (and provided that the contact is a registered support contact), Prota's Technical Support will create a support ticket and give the ticket number to the Customer within eight (8) business hours.

Response Times

Prota will respond to the Customer's request for support services within sixteen (16) business hours (the "*Initial Response*") according to specified time zones (excluding public holidays). As used herein, Initial response will mean Prota's confirming receipt of support request from Customer verifying the details of such support request, and delivering to Customer, if applicable, (a) a list of additional information reasonably required by Prota, and (b) a description of the assistance reasonably required by Prota from Customer to assist in evaluation and diagnosis of the support request.

Product Updates

Prota will provide product updates (maintenance releases, additions, modifications, and new software versions). Product updates will not include maintenance releases, additions, or alterations that Prota considers a different product or for which Prota charges its customers extra or separately.

Customer Obligations

For Prota to resolve a software issue, the Customer must provide Prota's technical personnel with enough information and steps to allow Technical Support to replicate the issue at Prota's site. Suppose a software issue can not be reproduced at Prota's site. In that case, the customer must provide Prota's technical personnel with the necessary computer configuration information to allow replication at Prota's site. Customers may also be required to provide Prota with the project data that the issue is experienced.

In addition to the support contacts and methods available to you through your maintenance plan, the team at Prota is at your disposal to assist you with any further inquiries you may have or to discuss with you additional Prota solutions that may be of benefit to you.

Please browse to <http://www.protasoftware.com/contact-us> for contact information.



How to Get Technical Support

This section includes all information necessary to work with Prota Technical Support.

Scope of Technical Support

Prota Technical Support offers advice, information, and troubleshooting assistance on issues arising from the direct use of our products. We work closely with customers to determine the root cause of problems and provide recommendations for resolving them.

Customer Obligations

For Prota to resolve a software issue, the Customer must provide Prota's technical personnel with enough information and steps to allow Technical Support to replicate the issue at Prota's site. Suppose a software issue can not be reproduced at Prota's site. In that case, the customer must provide Prota's technical personnel with a virtual image of their machine to allow replication at Prota's site. Customers may also be required to provide Prota with the project data that the issue is experienced.

Suppose you believe you have found an issue with a Prota product. In that case, the support engineer will investigate the matter and then determine which of the following categories it best fits under:

Usage or Modelling Error – A mistake in use or modeling. This is usually caused by user inexperience or lack of required knowledge on program usage. The software is working as expected. In this case, our support engineer will provide you with the necessary information to rectify the usage or modeling mistake. Suppose you lack information on the basics of the software. In that case, our support engineer may recommend one of our training programs or direct you to learning resources such as an online knowledge base or training videos.

Consultancy Request – Some of the support inquiries may be out of the scope of our technical support, such as cases that demand consultancy on engineering theory, structural system setout, or advice or questions on engineering applications and processes. In this event, Prota Technical Support will provide an alternate resource, such as our Consulting Services staff, to allow you to pursue the issue for an additional fee.

Prota Issue – The functionality is not working as expected due to an issue within a Prota product. Our support engineer must reproduce the problem with the latest version of the product. Once an Issue has been verified, it is submitted to our development team.

Third-Party Technology Issue or Limitation – The issue is caused by third-party software installed on your computer and its limitations unrelated to Prota. In this case, you are recommended to submit your inquiries to the third-party software vendor.

Working as Designed – The functionality is working as expected. However, a product limitation prevents the desired behavior or needs additional customization to achieve the desired functionality. In this case, the support engineer can submit a feature request to our development team.



Note:

Prota Technical Support cannot resolve problems created by third-party software, network design and connection errors, computer viruses, and similar environmental factors. Prota Technical Support cannot also be responsible for hardware, software, or data losses resulting from customer mistakes.

In supporting our customers, our engineers may determine that the software issue is not within the scope of technical support such as engineering and project implementation consultancy. In this event, Prota Technical Support will provide an alternate resource, such as our Consulting Services staff, to allow you to pursue the issue for an additional fee.

Technical Support Expectations and Response Times

Prota Technical Support policies are **designed with you in mind**. To provide all of our valued customers with the same level of superior service, we have several guidelines.

One Question per Support Ticket – When you have a problem, we’re here to help. So that we can more accurately track the progress of your support ticket and provide excellent service, we kindly ask that you limit your questions to a single specific question per support ticket opened.

If you need assistance with an entire process, instead of a specific question, or if you require consultancy or training, our team is there to help. Please see **Maximizing Your Investment** section on **Page 11**.

System Requirements – Kindly make sure that your configuration meets ProtaStructure System Requirements. Please browse to <http://www.protasoftware.com/requirements> for more information.

Response Time - We commit to providing an initial response within the time specified by the plan, not necessarily a solution. Most problems take considerable time to research, debug and test. Each time you contact us for a new support ticket or follow-up on an existing support ticket, we intend to respond within that timeframe. We appreciate your understanding as we seek to provide all our customers with the same level of customer service in specified timelines. We kindly suggest you leave yourself sufficient time for possible support requests when working on an urgent project.

Working as a Team - We believe in working with you to reach a resolution or workaround as quickly as possible. Towards this end, we may request additional information from you to help us more quickly identify a solution, including:

- For runtime and project-specific issues, your project data files that the issue occurs
- The steps you have taken to isolate the issue. You can pinpoint the source of the problem by removing project elements until the issue no longer occurs.
- System configuration information
- Operating system event log files.

Submit a Support Ticket

A support ticket can be submitted to Prota Technical Support via our online **Prota Help Center** or **E-Mail**.



Prota Help Center (Web-Based Portal)

As part of the standard maintenance plan, you can manage your support tickets, interact with Technical Support Engineers, and submit, update, and check the real-time status of your requests. You can also access all support resources - Knowledge Base articles, product downloads, and User Community.

Advice:

Only our Prota Help Center allows you **24x7 access** to your support cases and real-time status updates. We recommend logging your issue using **Prota Help Center**, as it is the most flexible and convenient option. It allows you to submit and update support requests on your schedule – not ours. You also have access to an online Knowledge Base and User Community to help you quickly access the required information.



Software Issues and Feature Enhancements

Software Issues

Prota takes product quality very seriously, and we will work closely with you to assist if an issue is discovered in our product.

If you wish to report an issue in Prota products, the Technical Support Engineer will take the steps below.

1. **Reproduce the Problem** – To reproduce the problem, the Technical Support Engineer may request the project files or other files to help us produce the problem.
2. **Submit to Engineering** – Once the issue has been reproduced in-house, our support team will submit an Issue (Report) to the development team.
3. **Provide a Workaround (if applicable)**. The support engineer's goal is to help you work around this problem as quickly as possible and notify you of workarounds available for this particular issue. If no workaround is available, the support engineer will work with our development team to determine the priority level of the problem and determine if any further options are available.
4. **Change Support Ticket Status to "Dev Team - Issue"** – After an issue has been reproduced and submitted to our development team, your support ticket status will be changed to "**Dev Team - Issue**" and remain open. If a fix is released in a future version of a Prota product, it will be documented in the release notes for that version, and your support ticket will be closed.

Note:

Please note that Prota Technical Support can not guarantee an issue fix within a specific timeframe. Once an issue is submitted and accepted by our development team, the correction may be scheduled for a future product release.

Feature Enhancements

At Prota, we value your feedback regarding our products and consistently seek to improve them. We'd appreciate hearing about any feature enhancements you'd like to see in a future version of our products. When contacting Prota Technical Support to submit a feature enhancement, the Technical Support Engineer will take the steps below:

1. **Document the Feature** – The support engineer will ask you clarifying questions to fully understand the requested feature enhancement and document this information within the support request.
2. **Submit to Product Management** – Once the Technical Support Engineer fully understands your request, an Issue (Feature Request) will be submitted to our Product Management team on your behalf. Our Product Management team may research this feature's market applicability and priority and include it in the product roadmap when deemed appropriate and desired.



3. **Change Support Ticket Status to “Dev Team - Enhancement”** – After an issue has been submitted to the development team, The Technical Support Engineer will change the status of your support ticket to **“Dev Team - Enhancement”**. If the feature is included in a future release of the product, it will be added to the current release notes.

Maximizing Your Investment

Prota offers support programs, training, and consultancy services to help customers implement, customize and increase ROI on their Prota solution.

Our team at Prota is at your disposal to assist you with your consultancy and training inquiries. Please browse to <http://www.protasoftware.com/contact-us> for contact information.



Thank You...

Thank you for choosing the ProtaStructure Suite product family.

Our top priority is to make your experience excellent with our software technology solutions.

Should you have any technical support requests or questions, please do not hesitate to contact us at all times through globalsupport@protasoftware.com and asiasupport@protasoftware.com

Our dedicated online support center is available to help you get the most out of Prota's technology solutions with our responsive technical support team.

The Prota Team

