

# Esri Canada Maintenance Program for Esri products

## Overview

The purpose of this Maintenance Program document is as follows:

- Describe Esri Canada's software maintenance program and its benefits
- Describe the services provided by Esri Canada Technical Support
- Provide Esri International User Conference registration information
- Describe Esri's Product Life Cycle Support Policy

Esri Canada Maintenance allows you to:

- Reduce the time, effort and cost of operating your software
- Budget with confidence with no need to worry about purchasing new software releases because they're included in the maintenance program
- Enrich your data
- Ensure critical business workflows run smoothly

Esri Canada Maintenance includes:

- Fast, cost-effective access to the latest Esri technology
- Technical support from skilled and experienced analysts
- Advanced and exclusive notification of software promotions

And, depending on the products that you've licensed, it may include:

- Entitlements to ArcGIS Online
- Entitlements to ArcGIS Pro
- Complimentary registration to the Esri International User Conference
- The opportunity to preview and test software prior to general release

## Esri Canada's Software Maintenance Program & Benefits

ArcGIS is a complete Web GIS platform for transforming your organization. The only thing more important than investing in this transformative technology is protecting that investment. The Esri Canada Maintenance Program has been designed to do just that.

Typically, maintenance for the first year is included when you purchase a new product license. After that, you can renew your maintenance subscription annually.

By renewing your ArcGIS maintenance, you'll be able to take full advantage of all the latest functionality and enjoy an increased return on your investment in your GIS. You'll also have peace of mind knowing that any critical issues will be addressed promptly should the need arise.

Esri Canada Maintenance gives you fast, cost-effective access to the latest Esri technology to keep your GIS workflows running smoothly. It allows you to upgrade easily by conveniently downloading new software from our customer portal as it suits your needs.

Additionally, when it comes to troubleshooting, problem diagnosis and resolution, our staff is second to none. With maintenance, you have access to personnel who have industry-recognized certifications and in-depth training that can help resolve complex problems via phone, Web or email.

One of the most important reasons to renew your maintenance agreement is uninterrupted access to ArcGIS Online, which gives you everything you need to create interactive Web maps and apps that you can share with anyone, anywhere, at any time. Ready-to-use content, apps and templates allow you to easily incorporate your own data opening up the benefits of GIS throughout your organization like never before.

Maintenance benefits are valid until the product is retired. Read the [Product Life Cycle Support Policy](#) section of this document for more information and to view Product Life Cycle information for a specific product.

To find out whether the Esri software product you purchased offers maintenance and to see a listing of the accompanying benefits, visit the Web site below and select a product. All products are listed alphabetically.

<http://www.esri.com/apps/products/maintenance/qualifying.cfm>

## **Maintenance for Multiple Licenses of ArcGIS for Desktop and Extensions**

If you have multiple licenses of a particular software product, you can save on software maintenance with Esri's two-tiered primary and secondary maintenance subscriptions. Primary and secondary maintenance applies to both concurrent use and single use software licenses.

### **Primary Maintenance**

Many Esri products offer a two-tiered maintenance program structure. If you have more than one license of a particular software product, such as Desktop Advanced, you can take advantage of the two-tiered maintenance program that offers primary and secondary maintenance options.

Primary and secondary maintenance is offered for both concurrent use and single use software licenses, primarily for ArcGIS for Desktop core software and ArcGIS for Desktop extensions.

Primary maintenance includes 12 months of technical support for one authorized caller and updates for one license. Primary maintenance is applicable to the first software license. The first of every 10 Desktop licenses (Advanced, Standard and Basic) and/or its extensions that you purchase is considered a primary license (i.e., copies 1, 11, 21, 31 and so on).

An authorized caller is an individual designated by the customer who can contact Esri Canada to request technical assistance (e.g., to report software problems or request assistance with software use).

### **Secondary Maintenance**

Secondary maintenance offers many of the advantages of primary maintenance and is available at a lower cost. With secondary maintenance, you receive software updates and technical support assistance through the software license covered under primary maintenance. This allows you to install and use software updates sent to your organization to update the software license covered under primary maintenance, and request technical support assistance through the registered authorized caller at your site.

Secondary maintenance is only available if the pre-requisite primary license(s) is current in maintenance. Up to nine secondary software maintenance options can be purchased for each primary maintenance option. Secondary maintenance options do not include complimentary Esri International User Conference registrations or documentation updates.

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**Maintenance Renewal and Expiration**

Esri Canada will notify the licensee when maintenance subscriptions are scheduled to expire and will mail a quote to the licensee. If the licensee does not submit payment prior to the termination date, then that license maintenance term will expire.

Technical support will be extended for an additional thirty (30) days and the licensee will no longer be eligible to receive any software updates released after the license maintenance term has expired.

Any other maintenance activities that are contingent on a current maintenance subscription will also be terminated.

If a purchase order or payment is received during the extended 30-day technical support period, all benefits will be reinstated. However, if no order or payment is received, the licensee will no longer be able to receive technical support and the license maintenance subscription will be considered to have expired. Maintenance program subscriptions can be purchased on an annual basis in advance of the maintenance program subscription period attributed to such subscription purchase.

Maintenance program subscription fees are due and payable annually in advance of the applicable maintenance program subscription period for which the licensee shall be entitled to receive maintenance and support on the basis of such payment. Payment terms will be Net 30 Days.

Upon receipt of the maintenance program subscription fees, Esri Canada ensures the engagement and allocation of its maintenance program resources and personnel in advance of the purchased maintenance program subscription period and in a manner as to ensure that maintenance and support shall be available to licensee for the purchased maintenance program subscription period. All maintenance program subscription fees are therefore deemed liquidated upon Esri Canada's engagement and/or allocation of its maintenance program resources and personnel for the purchased maintenance program subscription period.

If multiple software products have been licensed throughout the course of a year by one customer, separate maintenance quotes for each product are not issued. Instead, the maintenance anniversary date for each license is prorated to the anniversary date of the first product licensed with maintenance. All licensed Esri software products offering a maintenance subscription are synchronized to reflect a common maintenance start and end date, regardless of when each was first licensed. These prorated dates will be reflected on the maintenance renewal quote. The maintenance quote is due and payable in full. In order to be eligible to receive Esri Canada's maintenance benefits on each licensed product, the customer is required to be fully paid up and current in its maintenance payments on all Esri software products licensed to the customer and used by the customer in the maintenance service period. If maintenance has lapsed, the amount of back maintenance from the date maintenance lapsed, in addition to the current fees, will be required to be paid to reinstate maintenance.

## Technical Support

Authorized callers can avail of the following services offered through the Esri Canada Technical Support program:

### Unlimited Telephone and Email Support

Esri Canada Technical Support services are available from 8 a.m.-7 p.m. EST, Monday-Friday, by telephone (877-441-0337), fax (416-441-6838), email ([support@esri.ca](mailto:support@esri.ca)) or online (<http://www.esri.ca/support>). Statutory holidays are excluded.

### Secure Live Remote Support

If you prefer a more hands-on approach to resolving your incident, a technical support representative is equipped with remote support tools to assist you. Each member of the Support Services staff can directly view your system using the secure NTR Support or Live Meeting tools to find an expedient solution to your problem.

### Support Portal

The Support Portal allows you to track and manage your support incidents and log new issues online. You can view current status, last activity and resolution information for all your interactions with Esri Canada Technical Support. The Support portal is available 24/7/365 and can be found at: [esri.ca/portal/techsupport](http://esri.ca/portal/techsupport).

### Esri Online Support Center

The Esri Online Support Center is a dynamic Web site that communicates new technical information to the Esri user community through updated product documentation, blog posts, technology announcements and more. The Esri Online Support Center can be found at: [support.esri.com](http://support.esri.com).

### Knowledge Base

The extensive text-based knowledge base provides easily accessible solutions to technical questions. An advanced search engine enables you to rapidly search the entire knowledge base for the information you need. To access the knowledge base:

- Go to [support.esri.com](http://support.esri.com)
- View the resources under the Knowledge Base section

### User Forums

The Esri user forums are intended to provide you with a place to discuss your software questions with your peers. This is a helpful venue to ask questions and share knowledge about technical details and techniques for accomplishing tasks. To access the user forums:

- Go to [support.esri.com](http://support.esri.com)
- Click on GeoNet under the Community section

## Web Help

Web-based help is an up-to-date version of the help system that was shipped with the product. New information is added and existing topics are updated as necessary. To access Web help:

- Go to [support.esri.com](http://support.esri.com)
- Click on the appropriate help link under the Knowledge Base section

## Product Documentation

Documentation includes how-tos, FAQs, tutorials, tips and tricks, functionality matrixes, best practices and updates on Esri's past and current products. To access product documentation:

- Go to [support.esri.com](http://support.esri.com)
- Click on Technical Articles under the Knowledge Base section

As well, Esri Canada has created FAQs and tutorials from common questions posed by our clients. To view these articles, go to [esri.ca/support](http://esri.ca/support) and click on FAQ & Tutorials under Technical Support.

## Hot Fixes

In some cases where an issue is determined to be a software defect, Esri Canada understands that workflows at times prevent customers from waiting for the next software release or service pack. We do have the capacity to address some software defects outside the standard release cycle in a software patch or hot fix. In these cases, Esri Canada has a framework in place for consistent evaluation of critical client issues to determine the appropriate course of action.

## Response Time

Esri Canada endeavours to provide a response to customers within eight hours of their logging a support request. The problem may not necessarily be solved within that time frame; however, it means that dialogue between the support analyst and customer has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

## Issue Resolution

Esri Canada uses reasonable commercial efforts to attempt to provide a resolution or workaround within an acceptable time frame. However, Esri Canada does not provide a guarantee to do so. Problem resolution times can vary depending on the type and complexity of the problem. In all cases, the analysts attempt to resolve the problem as quickly as possible. In many cases, suggestions are offered within a few hours. If a question requires research or configuration of hardware/software, the resolution time will lengthen to a few days. On occasion, it may take longer.

### **Issue Escalation**

Esri Canada's Technical Support group escalates suspected software bugs and highly complex problems to Esri. These calls continue to be managed by the Esri Canada Technical Support group. Customers do not have direct contact with the Esri specialists. Escalation is at the discretion of the Esri Canada Technical Support group. Although Esri will make reasonable efforts to repair software errors, it will not provide a guarantee to do so.

### **Software Enhancements**

Esri Canada welcomes suggestions for enhancements to Esri software and will ensure all suggestions are forwarded to Esri. Suggestions will be considered for the next release, but are not guaranteed to be included in a future release. Esri has established the ArcGIS Ideas Web site, where you can contribute your ideas to Esri and have the community discuss and vote on those ideas. Visit the ArcGIS Ideas Web site at: <http://ideas.arcgis.com/>

### **Modified Software**

Esri Canada cannot support modified software. Sample applications that ship with each product respectively are provided for demonstration purposes and are considered unsupported. Patches received outside a product's life cycle deliverables are considered unsupported.

### **Hardware and Peripherals**

Technical assistance through Esri Canada's technical support services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems and other similar peripherals, except to answer questions of how standard devices interface with Esri software.

### **Non-installation of Software Patches, Updates and Hot fixes Required for Product Support Purposes**

Software patches, updates and hot fixes will be provided by Esri Canada to the user for product support purposes when warranted depending on cycle phase. For certain support issues as determined at Esri Canada's discretion and duly communicated to the user, Esri Canada's ability to meet its technical support contractual obligations to the user shall be dependent on or conditional upon the user's installation of such software patches, updates and hot fixes delivered by Esri Canada. In such cases failure by the user to install the required patch, hot fix or update of the licensed software shall relieve Esri Canada of its applicable technical support contractual obligations to the user.



## Esri International User Conference Registration

Complimentary conference registrations are offered as part of certain standard Esri Canada maintenance programs. If your maintenance is current (paid up-to-date), you may be eligible for complimentary conference registrations. See the [Product Qualification page](#) to find out if your product qualifies.

Complimentary registrations are offered under Esri Canada's standard commercial and standard federal government maintenance programs. These registrations may be offered based on rules different from the ones stated below for nonstandard maintenance programs, Enterprise License agreements (ELA) and any customized contracts. Specifically, the rules for registration information for federal government contracts and educational site license contracts differ from contract to contract. These rules also do not apply to licenses and maintenance contracts that are part of the Esri Partner Network.

Complimentary registrations are nontransferable. Esri reserves the right to make changes to these rules and policies without prior notice.

Only the standard maintenance programs explicitly stated on the Product Qualification page provide this benefit.

Staging Server Licenses and Esri Developer Network (EDN) Licenses do not qualify for a complimentary registration.

Esri Canada reserves the right to withhold complimentary registrations from customers who are substantially in arrears with Esri Canada.

A separate registration form must be submitted for each person who plans to attend the conference.

Registrations are assigned complimentary status in the order they are received. If the installation number listed on the registration form does not meet the above guidelines, or if the number of attendees from each site exceeds the number of complimentary registrations available, necessary registration fees apply.

Presenting a paper, submitting a poster or software application, or having other involvement with the conference does not automatically exempt you from Esri User Conference fees. All presenters must register and pay the appropriate fees (or maintenance) to attend the conference.

A list of your primary and secondary licenses can be found on your paid annual software maintenance invoice.



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The ArcGIS Product Life Cycle Support Policy provides customers with information regarding the level of technical and software support Esri will provide customers during the lifespan of a software product. The ArcGIS Product Lifecycle is a progression of life cycle phases starting with the initial release of a new software product (or a new version of a software product) and ending with the retirement of that version of the product. Each phase of the life cycle includes specific, but different, technical and software support.

Product life cycles also vary by the type of product. For example, most on premise software products go through a four phase life cycle, whereas online products usually have a three phase life cycle, and content products usually just follow a two phase cycle.

The Product Lifecycle Phases are described below as well as the technical and software support that is provided for products during each phase of the product life cycle.

To view Product Life Cycle information for a specific product, follow this link and select the product: <http://support.esri.com/en/content/productlifecycles>

Note: This plan does not impact a user's right or ability to use any of the software products; it only applies to the availability of software and technical support resources.

## Product Life Cycle Phases and Support Definitions

There are generally four phases to the product lifecycle.

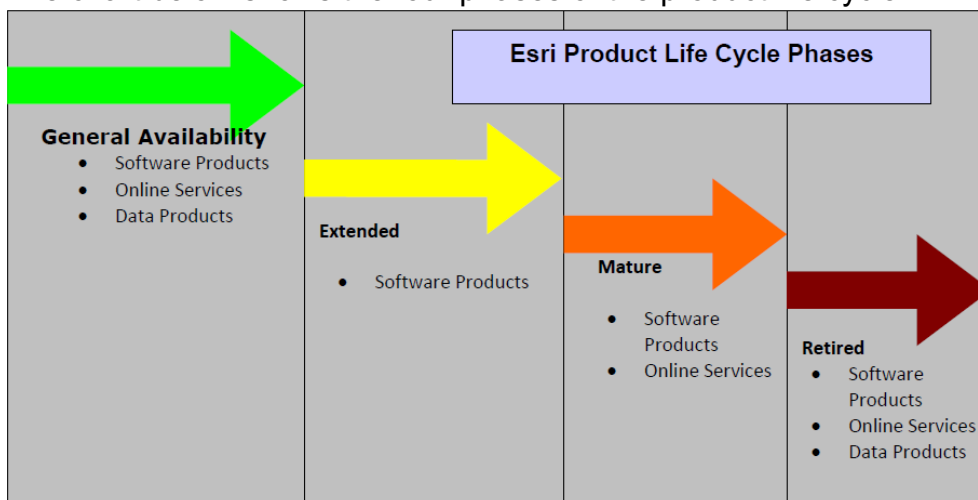
- General Availability
- Extended
- Mature
- Retired

However, not all products will necessarily go through all four phases. For example,

- Software Products
  - Typically have four life cycle phases
  - Life cycle phases are calendar-based, in other words, each phase is exactly two years in duration
- Online Services Products
  - Typically have three life cycle phases
  - Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released
- Data Products
  - Typically have two life cycle phases
  - Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released

To view Product Life Cycle information for a specific product, follow this link and select the product: <http://support.esri.com/en/content/productlifecycles>

The chart below shows the four phases of the product life cycle.



## Calendar-based product life cycle

ArcGIS Software Products follow the calendar-based product life cycle. All calendar-based life cycle phases are two years in duration.

This means that every major release (version x.0) would start in the General Availability phase and would be in the General Availability phase for two years from the release date. At the end of two years, it would move into the Extended phase of the product life cycle.

Likewise, secondary version number releases (version x.x) would also start in the General Availability phase upon release and would stay in the General availability phase for two years before moving to the Extended phase.

However, tertiary version number releases (version x.x.x) would follow the life cycle of the major (or secondary) version number release that it follows. For example, a version 5.0.1 release (a tertiary version number release) would be in the same life cycle phase as the 5.0 release (a major version number release), and thus the 5.0.1 release would move to the next life cycle phase synchronous with the 5.0 release.

The following is a hypothetical example of how the calendar-based approach to the product life cycle support process works:

Version	Release Date	General Support	Extended Support	Mature Support	Retired
<b>10.2.1</b>	Jan 7, 2014	Jan 2014 – July 2015	Aug 2015 – July 2017	Aug 2017 – July 2019	Aug 1, 2019
<b>10.2</b>	July 30, 2013	July 2013 – July 2015	Aug 2015 – July 2017	Aug 2017 – July 2019	Aug 1, 2019
<b>10.1</b>	June 11, 2012	June 2012 – Dec 2013	Jan 2014 – Dec 2015	Jan 2016 – Dec 2017	Jan 1, 2018
<b>10.0</b>	June 30, 2010	June 2010 – June 2012	July 2012 – Dec 2013	Jan 2014 – Dec 2015	Jan 1, 2016
<b>9.3.1</b>	April 2009	April 2009	June 2010	June 2012	Dec 2013

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## Transition Announcements

Esri will announce product life cycle support transitions on its Product Life Cycle pages. Esri may also announce transitions outside of a specific release event.

**NOTE REGARDING PURCHASE ORDERS:**

Other than non-conflicting deliverables descriptions, quantities, pricing and delivery instructions, any terms contained in your purchase order are void and of no effect.

No such terms shall apply or override the terms of this Maintenance Program document irrespective of the date of issuance of the purchase order or any performance or action by us, unless we expressly agree in writing.

## Contacting Esri Canada

### Technical Support

Tel: Toll Free (877) 441-0337

Fax: (416) 441-6838

[support@esri.ca](mailto:support@esri.ca)

[www.esri.ca/support](http://www.esri.ca/support)

Hours: 8 a.m. to 7 p.m. (EST) Monday through Friday, except on statutory holidays

### Customer Care (Software orders & Renewal processing)

Tel: Toll Free (800) 447-9778 or Locally (416) 441-6035

Fax: Toll Free (866) 625-4577 or Locally (416) 441-0681

[customercare@esri.ca](mailto:customercare@esri.ca)

[www.esri.ca](http://www.esri.ca)

Hours: 8 a.m. to 6 p.m. (EST) Monday through Friday, except on statutory holidays

### Corporate Offices

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