HULFT

Technical Support Center Service

How to Inquire Upon Using the Product

First

This document is for a customer who purchased HULFT Series (HULFT, DataMagic, DataSpider Servista, etc.) and would like to:

　-Inquire about question or troubleshoot regarding the purchased product download or product key issuance

　-Inquire about technical consultation, question, or troubleshoot regarding the purchased product. To answer customer's inquiries smoothly yet accurately,

　-The content of inquiry that is accepted at the Inquiry Support Desk and every support desk

　-How to Use

　-Information requested to be provided upon an initial inquiry

　-Notes upon inquiring

are noted.

Please use it upon inquiring.

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1． If you have technical inquiries regarding the products

Technical inquiries or product information provision, repair support for product failure, etc., by a customer who purchased the technical support service or downloaded the trial version, the following support desk* will answer your question.

* If you are using the annual technical support service, the business hour of the support desk will be in Japan Standard Time.

■ Contact Information

[Support Desk] HULFT Technical Support Center or the Support Desk for HULFT
　　　　Technical Support Partner Support
[How to Inquire] This will be different depending on the technical support service
　　　　　contractor and its content *1
[Reception Time] This will be different depending on the technical support service
　　　　　contractor and its content *1

*1: How to confirm contact information (support desk), etc.
　[Purchase Technical Support Service (Product Version)]
　　After logging into myHULFT (https://his.hulft.com/mypage/login/login/),
　　display the license management screen by [License]-[Manage License], click on
　　the serial no. of the product > it is noted on [Annual Technical Support Service
　　Support Desk].

　　*If you have not purchased the technical support service, "Confirm Technical
　　　Support Service Contract Description" will be blank.

　[Trial Version]
　　Inquiry will be by email.
　　hultest@hulft.com

Inquiry to the technical support center is limited to a customer who has the technical support service with us or who has downloaded the trial version (within the support period).
For a customer who has technical support with a HULFT technical partner, please inquire to your contractor's support service desk.

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■Upon Inquiring

[1]. By Website

1) Please log into "Technical Support Site" and inquire from [Customer's My Page].
If you use [Customer's My Page], please be sure to enter the Serial No of the product that you have a valid technical support service contract and SP Code to log in.
* If you have logged in using only the product's serial no., you cannot use [Customer's My Page].

2) If this is a new inquiry, please enter the web form on [Inquiry Content Input] from [Customer's My Page]-[New Inquiry Registration].
Please be sure to enter the required field (a field with * mark) in the form.

3) If you send a new inquiry, an email to confirm the receipt of inquiry will be sent to you automatically.
A response email regarding the inquiry is sent out later after the receipt email of the inquiry.
If we are unable to answer your inquiry on the same day, we will contact you by the next business day so please kindly wait.

4) If you would like to inquire about the response email from our Technical Support center, please use the form within the URL page noted at the end of the response email.

5) When you have done your initial inquiry by phone or email, you cannot continue to inquire for the same inquiry using the website afterward. Vice-versa, if you have done your initial inquiry by the website, you cannot continue to inquire for the same inquiry using the email afterward.
If you inquire your continuing question by the above patterns, the inquiry will be considered as initial inquiry.

6) Regarding the inquiry, our support engineers (will be written as Representative starting here) will check into it in the order that they receive.
If we receive an emergency inquiry, etc., we will do our best to response, but we cannot guarantee to response by the requested date.

7) If we do not receive any reply after 7 days upon the answer, the case will be closed.
However, if you continue to have a question, we will still accept the question by the same case number * even after 7 days.
Also, if we determine that the inquiry is not a continuation of the existing inquiry, we may answer by a new case number.
Please understand that we are unable to accept continuing inquiries after the technical support contract ends.

*Case number is a number to identify an inquiry. The number is informed to you in the inquiry receipt email.

[2] By Email

1) For a new inquiry, please enter the following information in the "E-Mail Body" in addition to the inquiry in order for us to check the product's support contract status, etc.

[Purchase Technical Support Service (Product Version)]

-Applicable Product's Serial No.

[Trial Version]

-Applicable Product's Serial No.
-Customer ID

If you are using the product outside the country, the trial version information will be noted in the end of the e-mail with the following subject:
Subject: [myHULFT] Information on Trial version Usage Application (Send-only) ※1 ※2

The email will be sent out after applying for the product download.

※ 1 : If you are using the product in Japan, the subject of the email will be different depending on the product.

For HULFT
> Subject : [myHULFT] Information to start using Trial version (Send-only)

For HULFT-WebConnect, DataSpider Related Products
> Subject: [myHULFT] Information on Trial version Usage Application (Send-only)

※2 : If HULFT partner has applied in behalf of you, regardless of oversea/domestic usage or/and product, the email will be the following:
> Subject: [myHULFT] Trial Version Instructions

If the above information is not entered, we cannot accept your inquiry.

2) To create a new inquiry by email, please use "[Attachment] Template for Email Inquiry"

3) After receiving the new inquiry email, we will check your product's support contract status, etc., and send you an inquiry receipt email.
A response email regarding the inquiry is sent out later after the receipt email of the inquiry.
If we are unable to answer your inquiry on the same day, we will contact you within one business day so please kindly wait.<

4) If you would like to ask an additional question regarding to the response from our

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technical support center, please do not change the subject.

5) If the initial inquiry is done by phone and if you would like to ask a continuing question via email, please include the case number on the email "subject" or "email body".

6) Regarding the inquiry, our representatives will check into it in the order that they receive.
   If we receive an emergency inquiry, etc., we will do our best to response, but we cannot guarantee to response by the requested date.

7) If we do not receive any reply after 7 days upon the answer, the case will be closed. However, if you continue to have a question, we will still accept the question by the same case number * even after 7 days.
   Also, if we determine that the inquiry is not a continuation of the existing inquiry, we may answer by a new case number.
   Also, we do accept a continuing question even after the technical support contract ends. However, please note that if the question is not a continuing of the previous question or the time has passed since the previous question was asked, etc., we may deny answering.

   *Case number is a number to identify an inquiry. The number is informed to you in the inquiry receipt email.

[3] By Phone

1) For a new inquiry, we will be first asking for your product's serial no. to check your product's support contract status, etc. so please be ready for it.
Also, at the end of the phone conversation, we will be giving you a case number so please be ready to take a note, etc.*

  *Case number is a number to identify an inquiry. The number is informed to you in the inquiry receipt email.

2) If the inquiry is a continuing question of the previous inquiry, please provide a representative with the corresponding case number.

3) Upon inquiry, we will ask your name, company, and contact information to register.

4) Regarding the inquiry, our representatives will check into it in the order that they receive.
If we receive an emergency inquiry, etc., we will do our best to response, but we cannot guarantee to response by the requested date.

5) When we connect to a representative by phone, an automatic voice guide will ask you to enter your "Customer ID." If you are not sure about your "Customer ID", please follow the guide and proceed.

6) If we do not receive any reply after 7 days upon the answer, the case will be closed.
However, if you continue to have a question, we will still accept the question by the same case number * even after 7 days.
Also, if we determine that the inquiry is not a continuation of the existing inquiry, we may answer by a new case number.
Also, we do accept a continuing question even after the technical support contract ends. However, please note that if the question is not a continuing of the previous question or it has been a long time since the previous question was asked, etc., we may deny to answer.

2. Not sure about how to issue product key* or download product

Our products (excluding some products) must be downloaded from the specified page on our website.
Also some products require you to issue and acquire "Product Key*" before upon installation.
These procedures must be done at [myHULFT].
For any question about using the myHULFT, please inquire from [QA Before Purchase]

※For DataSpider Related product, you must issue "License Key"

■Contact Information

After logging into myHULFT (https://his.hulft.com/mypage/login/login/), you can inquire from [Inquiry]-[QA Before Purchase].

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[Attachment] Template for Email Inquiry
---Please be sure to enter the following fields---

-Serial No.

-Customer ID (Only for the Trial version)

-Software Name, Version

-Installed computer's OS/OS Version, CPU bit, Installed Memory Size(GB)

-Inquiry Description

-Description of Process You Wish to Run
  (Please enter the information in details regarding the expected movement or the goal you would like to achieve.)

---In case of emergency inquiry, please be sure to enter the following fields---

-Occurred Event

-Error Code
  (If Output. If there is any log or hard copy, please provide us with them using the attachment file (max 8MB))

-(If Transferring) The position of sending/receiving sides and partner's OS and product version

-Event Occurred Date
  (Please enter about the event occurrence and the date when you realize the problem)

-Event Occurrence Frequency (Please select from the following 4 choices)
  Definitely occurs/Sometime occurs/Occurred once/Not sure

-Any accomplishment? (Please select from the following 2 choices)
  Yes/No

-Impact Range (Please select from the following 5 choices. If you choose "Other" please
          enter the impact range in details)
  Operation stopped/No workaround/Impact to operation exist/Impact to development exist/Other

-Would you like to prioritize the problem investigation or the recovery (Please select from the following 2 choices)
  Problem Investigation/Recovery

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