

CUSTOMER GUIDE TO TECHNICAL SUPPORT AND MAINTENANCE

Physical Access

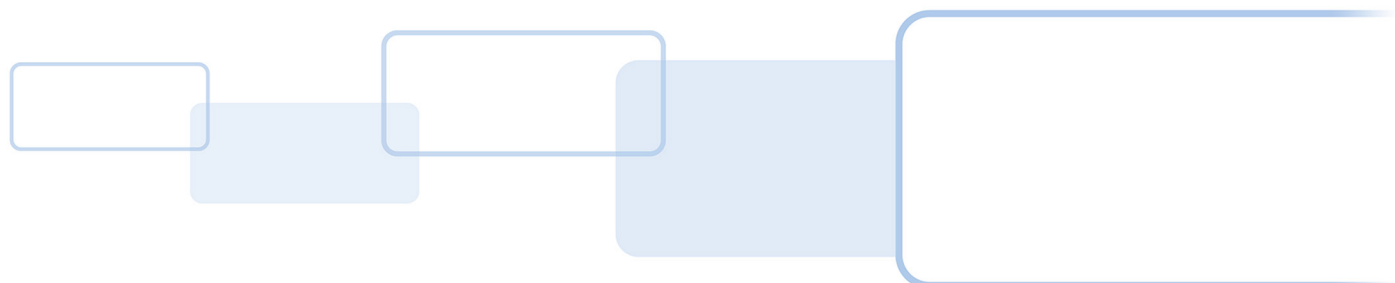
Secure Issuance

Extended Access Technologies (EAT)

Identity and Access Management (IAM Solutions)

DOC-00083, Rev. 6.4

April 2020



Copyright

© 2009 - 2020 HID Global Corporation/ASSA ABLOY AB. All rights reserved.

This document may not be reproduced, disseminated or republished in any form without the prior written permission of HID Global Corporation.

Trademarks

HID GLOBAL, HID, the HID Brick logo, the Chain Design, EasyLobby, FARGO, Asure ID, TRISM, OMNIKEY, VertX, EDGE, ActivID, ActivClient, CRESCENDO, Lumidigm, pivCLASS, pivCheck, HID Mobile Access, EntryProx, iCLASS, iCLASS SE, and HID Reader Manager are trademarks or registered trademarks of HID Global, ASSA ABLOY AB, or its affiliate(s) in the US and other countries and may not be used without permission. All other trademarks, service marks, and product or service names are trademarks or registered trademarks of their respective owners.

MIFARE, MIFARE Classic, MIFARE DESFire, MIFARE DESFire EV1, MIFARE PLUS and MIFARE Ultralight are registered trademarks of NXP B.V. and are used under license.

Revision history

Date	Description	Revision
April 2020	Minor updates to Extended Access Technologies information throughout.	6.4
March 2020	Minor content updates.	6.3
July 2019	Minor content updates. Document updated to the latest HID template.	6.2

Contacts

For additional offices around the world, see www.hidglobal.com/contact/corporate-offices.

Americas and Corporate	Asia Pacific
611 Center Ridge Drive Austin, TX 78753 USA Phone: +1 866 607 7339 Fax: +1 949 732 2120	19/F 625 King's Road North Point, Island East Hong Kong Phone: +852 3160 9833 Fax: +852 3160 4809
Europe, Middle East and Africa (EMEA)	Brazil
Unit 3 Cae Gwyrdd Green Meadow Springs Business Park Cardiff, UK CF15 7AB Phone: +44 (0) 29 2052 8500 Fax: +44 (0) 29 2052 0178	Condomínio Business Center Av. Ermano Marchetti, 1435 Galpão A2 - CEP 05038-001 Lapa - São Paulo / SP Brazil Phone: +55 11 5514-7100

HID Global Technical Support: www.hidglobal.com/support.



Contents

1 Welcome	7
2 Support Offerings	9
2.1 Overview	9
2.2 Support Offerings	10
2.3 Support Services	11
2.4 FARGO Authorized Service Provider (ASP) Program	12
3 Contacting Technical Support	13
3.1 Overview	13
3.2 Web Support	13
3.3 Telephone Support	14
3.4 Email Support	16
3.4.1 Following-Up an Existing Case via Email	16
3.4.2 Initiating a Case via Email	16
4 Case Management	17
4.1 Overview	17
4.2 Support Self-Service (Knowledge Base)	17
4.3 Support Levels	18
4.3.1 Definitions of Support Levels	18
4.3.2 Support Level Responsibility	20
4.4 Certification Training	21
4.5 Service Level Agreement (SLA)	22
4.6 Request Types	23
4.6.1 Defects / Bugs	23
4.6.2 Enhancement Requests	23
4.6.3 Requests for Technical Assistance	24
4.6.4 RMA Requests	24
4.6.5 Sales and Pre-Sales Assistance	24
4.6.6 Customer Service	25
4.7 Support for Third-Party Products	25
4.7.1 Third-Party products sold by HID	25
4.7.2 Third-Party products tested for compatibility by HID	25

4.7.3 Third-Party products neither sold by nor tested for compatibility by HID	26
4.8 Escalation Procedures	26
4.8.1 Extended Access Technologies	26
4.9 Surveys	26
4.10 Log Files and Customer Data	27
5 Maintenance	29
5.1 Overview	29
5.2 Maintenance Definitions	29
5.2.1 Upgrades / Major Releases	29
5.2.2 Updates / Minor Releases	29
5.2.3 Service Packs / Patch Release	30
5.2.4 Hotfixes / Builds	30
5.3 HID Approve App Store Publishing and Beta	30
5.3.1 Responding to Operating System Updates	31
5.3.2 Bug fixes and New Functionality	31
5.4 Maintenance Downloads	32
5.5 End of Life	33
6 Support Procurement and Renewal Process	35
6.1 Overview	35
6.2 Initial Procurement	35
6.2.1 IAMS Solutions	35
6.2.2 pivCLASS	35
6.3 Renewal	35
6.3.1 Reinstatement Fees and Termination	36
6.4 Purchasing Additional Licences with Support (IAM Solutions)	36
7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support	37
7.1 Overview	37
7.2 PACS and Secure Issuance Products	37
7.2.1 Warranty	37
7.2.2 RMA	37
7.3 ActivID Products	37
7.3.1 Warranty Period	37
7.3.2 Warranty Coverage	38
7.3.3 RMA	38
7.4 Extended Access Technologies	40
7.4.1 Desktop contact/contactless readers	40

7.4.2 Embedded contact/contactless modules and chip sets (RFID/BLE)	40
7.4.3 EAT Biometrics	40
A HID Technical Support Holidays	41
A.1 US Offices Holidays	41
A.2 Mexico Office Holidays	41
A.3 Brazil Office Holidays	42
A.4 UK Office Holidays	42
A.5 France Office Holidays	43
A.6 Hong Kong Office Holidays	43
A.7 China Office Holidays	44
A.8 India Bangalore Office Holidays	44
A.9 Australia Melbourne Office Holidays	45
A.10 Japan Tokyo Office Holidays	45

This page is intentionally left blank.



Section 1

1 Welcome

This handbook is designed to help you become acquainted with Technical Support at HID Global and get the most out of your Support experience. Please review this handbook in its entirety so that you are aware of how to locate the information you require at any point in the future.

All products in HID Global Physical Access (credentials, readers, network controllers, & EasyLobby®), Secure Issuance (FARGO®, Asure ID®, & TRISM™), Identity and Access Management (IAM Solutions¹) and Extended Access Technologies (desktop contact/contactless readers (OMNIKEY), Embedded contact/contactless modules and chip sets (RFID/BLE), desktop biometric readers (Lumidigm/DigitalPersona), biometric sensors and modules (Lumidigm/DigitalPersona)) are covered by this handbook.

Government ID Solutions (LaserCard Optical Media Cards, ePassports), Identification Technologies (IDT) (RFID Tags such as Animal Tags, Clothing Tags, etc.), PEAKE, Impro, Bluvision, Mercury, ISLOG, Crossmatch and Quantum Secure products are not covered.

This handbook is for HID Global Customers. The term Customer is used to refer to any entity that has purchased products or services directly from HID Global, such as Distributors, Original Equipment Manufacturers (OEMs), and Integrators.

¹Except for IdenTrust

This page is intentionally left blank.



Section 2

2 Support Offerings

2.1 Overview

HID Global offers a wide variety of products to meet many different needs and solve problems of greatly varying complexity. As such, HID Technical Support offerings vary considerably depending on the nature of the product. This section covers available HID Global Support offerings and the services they include.

2.2 Support Offerings

HID provides multiple Technical Support offerings: Free Support, Standard and Premium Technical Support, and various Custom Support offerings.

Technical Support is the ability to contact the HID Technical Support department for the resolution of suspected problems with HID hardware, software and services, while *Maintenance* is the provisioning of upgrades and updates. See *Section 5 Maintenance*, for more details. Standard and Premium Support offerings include both Technical Support and Maintenance, and for these offerings Technical Support and Maintenance cannot be purchased separately. For Free Support and Custom Support offerings, Maintenance is always free unless noted otherwise. In addition to Technical Support, hardware items also have Warranty periods. See *Section 7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support*.

HID Global Technical Support offerings vary by product, as listed in the following table.

Product	Free Support	Custom Support (Paid)	Standard Support (Paid)	Premium Support (Paid)
Physical Access				
Physical Access readers ¹ , credentials ² , EasyLobby ³ , AC Controller and VertX [®] /Edge [™]	•			
pivCLASS [®] PAM and Software			•	
Secure Issuance				
FARGO [®] printers	•			
Asure ID ^{®4}	•	•		
Asure ID SDK ⁴		•		
FARGO SDK ⁴		•		
TRISM ^{™3}		•		
IAM Solutions				
ActivID [®] Authentication Server, ActivID Appliance, ActivID AAA, ActivID Credential Management System, ActivID Batch Management System, ActivID ActivClient [®] , ActivID Validation products, HID Approve, HID PIV IDMS, HID CRESCENDO Mobile			•	•
IAM Solutions' cloud services ⁵ : Authentication Service, Credential Management Service, & HID Risk Management Solution				•

¹Physical Access readers include pivCLASS readers.

²The word *Credential* as used throughout this document includes all form factors such as cards, Mobile IDs, tags, fobs, and also includes Crescendo smart cards. Support for Crescendo smart cards includes support for Crescendo MiniDriver. For ActivClient middleware and Crescendo Mobile, see *IAM Solutions* in the table above.

³For EasyLobby and TRISM, Technical Support is free and Maintenance is a paid service.

⁴Asure ID Customer Support is always free of charge for customers. For your End Users contacting HID Technical Support directly, Asure ID Technical Support is free for the first 90 days, after which an Asure ID Protect Plan must be purchased. The Asure ID SDK comes with 8 hours of developer support. FARGO SDK support and development assistance is available via the HID Professional Services team, Please contact your Sales representative for additional information.

⁵For IAM cloud services, Premium 24x7 Support is included in the cost of the service.

Product	Free Support	Custom Support (Paid)	Standard Support (Paid)	Premium Support (Paid)
Extended Access Technologies⁶				
Desktop contact/contactless readers (OMNIKEY®)	•	•		
Embedded contact/contactless modules and chip sets (RFID/BLE)	•	•		
Desktop biometric readers (Lumidigm®/DigitalPersona®)	•	•		
Biometric sensors and modules (Lumidigm/DigitalPersona)	•	•		

Note: For Warranties, see *Section 7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support*.

2.3 Support Services

The following table outlines the different services available for each Support offering.

Support Services	Free Support	Custom Support	Standard Support (8x5)	Premium Support (24x7)
Support outside of business hours ⁷				•
Service Level Agreement (SLA) ⁸			•	•
Access to Support via web, email, and phone (business hours) ¹	•	•	•	•
Software: Upgrades, Updates, Service Packs, and hotfixes via website, portal, or email ⁹	•	•	•	•
Hardware: Firmware and Driver Upgrades and hotfixes (Secure Issuance, IAM Solutions, EasyLobby, networked controllers, desktop contact/contactless readers (OMNIKEY), embedded contact/contactless modules and chip sets (RFID/BLE), desktop biometric readers (Lumidigm/DigitalPersona), biometric sensors and modules (Lumidigm/DigitalPersona) only) ¹⁰	•	N/A	N/A	N/A
Services: Upgrades, Updates applicable to the cloud service	N/A	N/A	N/A	•

Note: For Warranties, see *Section 7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support*.

⁶Extended Access Technologies paid support covers Custom Product Opportunities (CPOs) which are projects for customized OEM products (e.g. a custom tuned antenna). Free Support includes design-in effort as covered in *Section 2.3 Support Services*.

⁷Opening a case via email is not offered for all products. See *Section 3.4 Email Support* for more details. Business hours are defined in *Section 3.3 Telephone Support* and on the Technical Support website <https://www.hidglobal.com/support>.

⁸The Service Level Agreement found in *Section 4.5 Service Level Agreement (SLA)* also applies to Free Support in the specific case of Mobile Access.

⁹Access to upgrades, updates, and hotfixes for Standard and Premium Support depend on Support and Maintenance payments being current. See *Section 5.4 Maintenance Downloads* for more information on how to obtain updates. See *Section 5.5 End of Life* for information related to updates.

¹⁰Driver updates for the EasyLobby Intellicheck DCM, Acuant, and AssureTec devices require that a current EasyLobby Maintenance contract be in place. Firmware and driver upgrades for legacy products are available on a limited basis. Contact Technical Support for more detailed information.

2.4 FARGO Authorized Service Provider (ASP) Program

HID FARGO Authorized Service Providers (ASPs) are able to provide quality timely technical support and repairs to their End Users. ASPs attend a multi-day training course to become certified.

Contact your sales account representative for more information about the ASP program. For general Warranty information, see *Section 7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support*.



Section 3

3 Contacting Technical Support

3.1 Overview

Before contacting HID Technical Support, please make sure that you have read through all of the Technical Support policies in *Section 4 Case Management*.

3.2 Web Support

Web Support is provided for all products and all Support offerings.

Web Support: Physical Access, Secure Issuance and Extended Access Technologies (EAT)

- **Option 1:** One-time online Case submission
URL: <https://www.hidglobal.com/support/technical-support-case>
Registration: None
- **Option 2:** Submit and Manage Cases online
URL: <https://www.hidglobal.com/support/technical-support-customer-portal>
Registration: Customers can register for an account if they do not have an account already.

Web Support: IAM Solutions

URL: <https://iamsupport.hidglobal.com>

Description: Submit Cases and view/update existing Cases online

Registration: If you do not have an account with the Support Center, then one will be created for you the first time you email iamsupport@hidglobal.com.

Note: It is strongly recommended that any email or Web initiated technical support requests for Urgent problems be followed up with a phone call to ensure the shortest possible response time. See *Section 4.5 Service Level Agreement (SLA)*, for the definition of Urgent.

3.3 Telephone Support

To contact HID Technical Support by telephone, consult the following table. Hours listed apply to Free and Standard Support only, Monday through Friday, and do not include local holidays. Holidays are listed in *Appendix A HID Technical Support Holidays* for each major Technical Support office. If Premium Support is purchased, then phone hours are 24 hours a day, 7 days a week.

Note: The ActivID phone system provides an option to indicate if you are a U.S. Federal Government Customer. This decision tree must be followed in order to be directed to a member of the support organization that is a U.S. citizen based in the United States.

Country	Products	Hours	Language(s)	Contact Information
North America (US and Canada) Central Time	Card Readers, Credentials, Mobile Access	07:00-18:30	English	+1 866 607 7339 +1 949 732 2383
	FARGO® Printers/Asure ID®, EasyLobby®, Network Controllers	07:00-18:00		
	pivCLASS®	08:00-18:00		+1 866 607 7339, option 5 +1 949 732 2383
	ActivID® Authentication Server, ActivID® Appliance, ActivID® AAA, ActivID® CMS, ActivID® BMS, ActivID ActivClient®, ActivID® Validation products, HID Approve™, Tokens, HID PIV IDMS and HID Authentication as a Service	08:00-19:00		+1 800 670 6892
	HID SAFE Enterprise, HID SAFE Visitor Manager, HID SAFE Analytics	11:00-19:00		+1 800 776 3414
	Crossmatch: LSCAN 1000, 500, Guardian 200 & 300, Patrol, SEEK Avenger, Sentry, Verifier LSMS, MOBS, WEBS, ArcID, and Integrale	07:00-18:00		+1 866 276 7761, option 1
	DigitalPersona software	07:00-18:00		+1 866 276 7761, option 3
	TRISM	07:00-19:00		+1 512 776-9950 Option #2
	HID Location Services & HID Condition Monitoring	08:00-17:00		+1 866 777 7210
	RFID Tags	Contact your sales representative		

Country	Products	Hours	Language(s)	Contact Information
Mexico, Central, and South America Central Time [†] Atlantic Time [‡]	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Network Controllers, Mobile Access	08:00-17:00	Spanish[†]	+52 55 9171 1108
			Portuguese[‡]	+55 11 5514 7100
	HID SAFE Enterprise, HID SAFE Visitor Manager, HID SAFE Analytics	11:00-19:00 (US Central Time)	English	+1 800 776 3414
	HID Location Services & HID Condition Monitoring	08:00-17:00	English	+1 866 777 7210
	RFID Tags	Contact your sales representative		
Europe Middle East Africa UK Time and CET Time	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Network Controllers, Mobile Access	08:30-17:30 (17:00 Friday) UK Time	English Spanish	+44 (0) 1440 711 822
	ActivID® Authentication Server, ActivID® Appliance, ActivID® AAA, ActivID® CMS, ActivID® BMS, ActivID ActivClient®, ActivID® Validation products, HID Approve™, Tokens, HID PIV IDMS and HID Authentication as a Service	09:00-17:00 CET or per contract	French Spanish English	+33 (0) 1 74 18 17 70
	HID SAFE Enterprise, HID SAFE Visitor Manager, HID SAFE Analytics	02:00-18:00	English	+1 800 776 3414
	HID Location Services & HID Condition Monitoring	08:00-17:00	English	+1 866 777 7210
	RFID Tapes	Contact your sales representative		
Asia Pacific Hong Kong Time	Card Readers, Credentials, FARGO Printers/Asure ID, EasyLobby, Network Controllers, Mobile Access	09:00-18:00 Hong Kong/ Beijing Time	English Cantonese Mandarin	+852 3160 9833 (Hong Kong)
		09:00-18:00 Hong Kong/ Beijing Time	Cantonese Mandarin	+86 755 8835 3187 (China)
		09:00-18:00 India Standard Time	English	+91 8042561200 (India)
		09:00-18:00 Japan Time	English Japanese Cantonese	+81 45 287 0752 (Japan)
		09:00-17:30 Melbourne Time	English Cantonese Mandarin	+61 3 9847 6850 (Australia)
	ActivID® Authentication Server, ActivID® Appliance, ActivID® AAA, ActivID® CMS, ActivID® BMS, ActivID ActivClient®, ActivID® Validation products, HID	09:00-18:00 Hong Kong/ Beijing Time	English	+852 3160 9873 (Hong Kong)
				+61 3 9111 2319

Country	Products	Hours	Language(s)	Contact Information
	Approve™, Tokens, HID PIV IDMS and HID Authentication as a Service			(Australia)
	HID SAFE Enterprise, HID SAFE Visitor Manager, HID SAFE Analytics	01:00-09:00	English	+1 800 776 3414
	HID Location Services & HID Condition Monitoring	08:00-17:00	English	+1 866 777 7210
	RFID Tags	Contact your sales representative		

3.4 Email Support

3.4.1 Following-Up an Existing Case via Email

Email may be used when follow-up is necessary for a Case opened via the Web or Phone. When using email for following-up with a Case, replying to the emails from HID Technical Support will ensure that the relevant HID support email address is used and the Case-specific subject line remains intact. This is necessary for proper logging of the email to the HID Case tracking system and will ensure the quickest possible reply. **An email without the subject line denoting an existing case will create a new case.**

3.4.2 Initiating a Case via Email

Initiating a Case via email is possible for ActivID and Extended Access Technologies (EAT) products. For other products, see *Section 3.2 Web Support* and *Section 3.3 Telephone Support*.

ActivID Technical Support Email addresses:

iamsupport@hidglobal.com

iamsupport-usa@hidglobal.com (U.S. Government Customers)

Extended Access Technologies Support Email addresses:

- Desktop biometric readers, biometric sensors and modules (Lumidigm/DigitalPersona): EATSupport_BIOMETRIC@hidglobal.com
- Desktop contact/contactless readers (OMNIKEY): EATSupport_OMNIKEY@hidglobal.com
- Embedded contact/contactless modules and chip sets (RFID/BLE): EATSupport_RFID@hidglobal.com

Note: When opening incidents via email, it will facilitate the processing of your incident if the subject line is in the following format:

Subject Line: Reseller and Customer Name – Product and Version – Brief Description of Problem
e.g.:

Subject Line: Security-R-US for ACME Co – CMS 4.2 – Having trouble issuing smart card

Please also include the severity level in your email body.

It is strongly recommended that any email or web initiated technical support requests for Urgent problems be followed up with a phone call to ensure the shortest possible response time.

See *Section 4.5 Service Level Agreement (SLA)*, for the definition of Urgent.



Section 4

4 Case Management

4.1 Overview

This section covers best practices for getting your Technical Support Case resolved at HID Global.

4.2 Support Self-Service (Knowledge Base)

It is strongly advised that customers search the Knowledge Base before opening a Case with HID Global. Many common issues are covered in the Knowledge Base.

Knowledge Base: Physical Access, Secure Issuance and Extended Access Technologies

URL: <https://www.hidglobal.com/support/knowledge-base>

Registration: No login required

Knowledge Base: ActivID

URL: <https://iamsupport.hidglobal.com>

Registration: If you do not have an account with the ActivID® Support Center, then one will be created for you the first time you email iamsupport@hidglobal.com.

4.3 Support Levels

4.3.1 Definitions of Support Levels

Level-1

Technical Support consists of basic End User questions that can usually be answered by referring to the product documentation, HID Global website, or Knowledge Base.

Example (PACS): A question such as “How do I enroll cards onto my EntryProx®?” can be answered by referencing the product documentation.

Example (EasyLobby®): A question such as “How to add a new visitor by reading a driver’s license?” can be answered by referencing the EasyLobby User guide documentation.

Example (Secure Issuance): A question such as “Can I upgrade my current printer with options for dual-sided printing or magnetic encoding?” can be answered by referencing the product datasheet for information <https://www.hidglobal.com/products/card-printers/fargo>.

Example (IAM Solutions): A question such as “I would like to move from Windows 7 to Windows 10. Will this be supported?” can generally be answered by referencing the Supported Platforms section of the product documentation.

Example (Extended Access Technologies): “Which card types are supported by an iCLASS SE® Reader Module?” can be answered by referring to the product data sheet.

Level-2

Technical Support involves attempting to reproduce the issue with a duplication of the Customer or End User environment, collecting logs, and qualifying the support request particulars. Level 2 Technical Support is usually performed by the Customer that purchased products directly from HID Global when no solution could be found through Level-1 technical support. Level 2 Technical Support skills are usually gained by attending an HID Academy course on-line or in person.

Example (PACS): Question: “I have a new installation of cards and readers and the access control system reports occasional misreads from the readers.” Assuming Level 1 research was unable to resolve the problem. Level 2 Technical Support could involve:

1. Performing basic troubleshooting, e.g.

- Checking that the reader configuration and the card part number are compatible
- Checking the environment (power supply voltage / current / type, cabling type, length and route)
- Substituting reader positions (does the problem follow the reader or the position?)
- Are the card holders carrying any other cards that the reader is capable of reading? (e.g. iCLASS® Legacy and iCLASS SE readers can read “Pay Pass” radio frequency credit cards).

2. Gathering information, e.g.

- Make and model of all hardware (readers, credentials)
- Reader firmware version
- Credential Sales order number

Example (EasyLobby): "I'm getting a "not found error" in EasyLobby?" Assuming Level 1 research was unable to resolve the problem. Level 2 Technical Support could involve:

1. Verifying that EasyLobby settings are properly setup.
2. Verifying that EasyLobby Configuration Utility settings are configured properly (badge type, access level, SQL Instance name, integration settings screenshot).
3. Verifying that both EasyLobby DB Server and PACS DB Server can communicate with each other properly.
4. Enabling verbose logging for more specific reason for the failure.

Example (Secure Issuance): The printer has stopped during the print process and displays an error message.

Assuming a search of the Knowledge Base did not reveal the answer (Level 1), Level 2 Technical Support could involve:

1. Performing basic troubleshooting, e.g.
 - Using the user guide or service manual troubleshooting section and searching through the error codes for a solution
 - Upgrading the printer driver and firmware to the latest versions (<https://www.hidglobal.com/drivers>)
 - Any other installation, configuration, or adjustment changes that can be performed as a part of the troubleshooting process
2. Gathering information, e.g.
 - Number of printers experiencing the problem
 - Make and model of all hardware
 - Error codes
 - Version numbers for all hardware, software, and firmware
 - Asure ID Operating System and license key.

Example (IAM Solutions): An End User has the question: "I am getting an error when trying to install the product on Windows 7." Assuming Level 1 research was unable to resolve the problem, Level 2 Technical Support could involve:

1. Attempting to reproduce the error (installing the same product version on Windows 7 to see if the same error can be produced)
2. Performing basic troubleshooting, e.g.
 - Asking the customer to try a second Windows 10 machine that has been freshly installed
 - Performing a hash calculation of the product installation download file to verify its integrity
 - Witnessing the customer's error on a Web or video sharing session if possible
3. Gathering information, e.g.
 - Information about the error (screenshots, error text, checking for logs in Windows Event Viewer, etc.)
 - Information about the environment (any recent changes to the machine, peripheral versions (if appropriate), etc.)
 - Product log files, if any
 - Step-by-step instructions for how the error is reproduced by the End User

Example (Extended Access Technologies): A partner wants to read PACS data from a MIFARE Classic card with an OMNIKEY 5427 in keyboard-wedge mode and the returned card number does not match the number printed on the card:

1. Gathering information
 - Card type
 - PACS format
 - Configuration performed by the partner
2. If PACS format is not known, instruct partner how this can be tested
3. Validate and correct configuration according to the provided information

Level-3

Technical Support is performed by HID Technical Support after Level-1 and Level-2 technical support efforts are unable to resolve the support request. HID Technical Support will act as the single point of contact to work with the direct end customer or Distributor/OEM and provide communications throughout the process. Level-3 technical support also includes the creation of Hot Fixes by the HID Engineering team as and when determined necessary by HID.

Example:

1. Reviewing all information gathered from Level 2 Technical Support
2. Performing advanced troubleshooting
3. Escalating the Case to HID Engineering as necessary

4.3.2 Support Level Responsibility

HID provides Level-3 support to entities that have purchased directly from HID. HID does not provide Level-1 and Level-2 technical support. With few exceptions (see the description of FARGO® support *Section 2.3 Support Services*) HID does not provide support to indirect customers or End Users.

Customers are required to provide Level-1 and Level-2 support to their channel partner &/or End User in order to qualify all technical support requests prior to engaging HID Technical Support. Unqualified requests may be sent back to the customer for further evaluation.

Please also refer to the General Sales Policy at: <https://www.hidglobal.com/sales-policy> for more information.

ActivID

For ActivID products, Customers may decide to outsource Level-1 and Level-2 Technical Support to a third party, such as a member of the Implementation Partner Program. Such third parties must abide by the same policies as outlined in this handbook.

Extended Access Technologies

For Desktop contact/contactless readers (OMNIKEY) and embedded contact/contactless modules and chip sets (RFID/BLE) Level 1 - Level 3 support is provided only to direct customers (customers that purchased directly from HID Global).

For desktop biometric readers and biometric sensors and modules (Lumidigm/DigitalPersona) Level 1 - Level 3 support is provided to direct and indirect customers.

4.4 Certification Training

Certification Training may be required for particular products such as ActivID, Printers, and pivCLASS®. When certification is required, certified support personnel must be on staff at the direct customer, Integrator, Distributor, or third-party support provider to ensure Level-1 and Level-2 technical support. Certification must be obtained for each product owned/resold.

Customer personnel are certified by passing the certification exams for the products they are supporting. Certification on any particular software product only applies to the major product version (e.g. 5.x vs. 6.x) used at the time of the certification exam. Certification on products does not guarantee access to product support services; rather, support services are provided only in connection with payment of the applicable support fees. For information on the latest, full course schedule, see <https://www.hidglobal.com/training>.

4.5 Service Level Agreement (SLA)

The following Service Level Agreement (SLA) table applies to software and IAMS cloud services that are covered by a Standard (8x5) or Premium (24x7) Support contract in good standing, as well as the Mobile Access portal¹. Hardware is covered under the terms of the HID Warranty agreements. See *Section 7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support*.

Severity Level	Description	Initial Response Time ²	Status Update	Restoration or Resolution Target (Workaround or hotfix)
1 - Urgent/Critical	Production system or cloud service is down or is severely impacted.	Within 60 minutes (pivCLASS: 1 business day)	As agreed with customer	Continuous efforts
2 - High	Product can be used but an important function is not available or partial cloud service outage with significant performance degradation. Major functionality is impacted.	Within 60 minutes (pivCLASS: 1 business day)	Daily	Daily effort
3 - Medium	Product can be used but some moderate impact or functional restrictions.	Within 12 hours (pivCLASS: 1 business day)	5 working days	Weekly effort
4 - Low	Minor non-significant problem, request for enhancement, or documentation issue.	Within 1 day (pivCLASS: 1 business day)	To be determined based upon the problem	

Note: HID may modify the Support SLA guidelines at any time; however, no modification to the service level agreement will take effect for current customers until such time as they renew their support contract.

SLA times are considered “on hold” when HID is waiting for the Customer to supply information, e.g. waiting for the Customer to send a log file.

This SLA table applies to incidents that were properly pre-qualified with steps to reproduce, as applicable.

The “Urgent/Critical” and “High” severity levels are reserved to Production issues.

For “Urgent/Critical” severity level issues, the Customer shall reply to any request from HID in real time, otherwise the severity level and the SLA will be decreased accordingly.

The SLAs relating to the operational availability of IAM Solution cloud services will be detailed in the legal customer agreement for those cloud services.

¹Urgent/Critical and High Severity Level issues only.

²An initial response is a first technical analysis, normally via return email. An Initial Response Time is considered instantaneous for a case initiated by telephone.

4.6 Request Types

4.6.1 Defects / Bugs

Defects or Bugs, are problems that exist within a product that prevent the product from performing a function that the product documentation claims it can perform. If a suspected defect is confirmed by HID Technical Support, the Technical Support Engineer will log the defect in the HID Global issue defect tracking system. New product code or a hardware change is generally necessary in order to resolve a defect. If the defect is confirmed by Engineering, new code is usually delivered as a hotfix or service update if the customer is experiencing an emergency situation. In some cases, HID may decide to address a defect in a future release of the product or service, particularly if the creation of a hotfix is not possible.

4.6.2 Enhancement Requests

Enhancement Requests are additional product features suggested by customers to make the product easier to use or add new functionality. Enhancement Requests are tracked in the same HID Global issue tracking system as product defects, and are generally reviewed at each new product version release. If an enhancement request is urgent, then contact your sales representative to discuss a possible CPO (Custom Product Opportunity).

For any enhancement request, HID Technical Support may request the following information:

- HID Global support ticket #
- Customer Name
- Product Name
- Total number of users using the product
- Percentage/Number of users affected by the issue

Frequency of issue:

- User Impact Statement (e.g. user experience, performance) (one paragraph)
- Business Impact Statement (e.g. regulatory compliance, revenue impact - please quantify as much as possible) (up to three paragraphs)
- Business impact level: (Low, Medium, High)
 - Low Impact is defined as: Minor problem with small impact or functional restriction, impacting a small number of users (less than a hundred).
 - Medium Impact is defined as: Product can be used but some moderate impact or functional restrictions, impacting a moderate number of users (hundreds), several times a week.
 - High Impact is defined as: Product can be used but an important function is not available, impacting a large number of users (thousands), several times a week.

4.6.3 Requests for Technical Assistance

Requests for Technical Assistance are requests that are not related to product defects or suggested enhancements but are requests regarding the installation, implementation or configuration of HID products. These request types are not covered by HID Technical Support. In such cases, HID Support will forward these requests to the appropriate internal group, for example, Customer Service, Sales, or most commonly, HID Professional Services. Services may be on a separate fee basis. Requests for Technical Assistance include, but are not limited to:

- Installation/Deployment, or Upgrades
 - HID Installations or Upgrades
 - Third-party Installations or Upgrades (e.g. Databases, Hardware Security Modules (HSMs), Certificate Authorities)
- Integrations
 - Integrations between HID and third party products (e.g. Banking applications or PACS systems)
 - HID or third-party SDK/API-related integrations requiring coding assistance
- Configurations
 - Complex configurations (e.g. High Availability (HA) and failover)
 - Database configuration, tuning, and backup
 - Security hardening
 - Performance tuning
- Customizations
 - Customizing HID products (e.g. New or updated custom smart card profiles)
 - Custom migration of or upgrade/maintenance issues with any code that has been developed by Professional Services
 - Custom Training
- Migrations
 - Migrating from one HID product to another (e.g. ActivID AAA to ActivID Authentication Server)
 - Switching product vendors from a third party to HID
 - Moving existing software to a new hardware platform

4.6.4 RMA Requests

Return Merchandise Authorization (RMA) Requests are requests to return products that were delivered incorrectly, or are faulty or suspected of being faulty. See *Section 7 Warranty, the Return Merchandise Authorization (RMA) Process, and Special Hardware Support* for details on the RMA process.

4.6.5 Sales and Pre-Sales Assistance

If you are seeking assistance on pilot installations, development tool kits (DTK), demonstration units, pre-releases (alphas, betas, etc.), are interested in sample products, or have technical questions about product features and differences for making purchasing decisions, then please contact your Sales account manager – unless specific instructions were otherwise specified (e.g. participation in a particular beta program may involve the Technical Support team).

4.6.6 Customer Service

If you have an order related inquiry (e.g. sales order number enquires, part numbers, credential programming information), then please contact an HID Customer Service representative.

Contacting Customer Service

<https://www.hidglobal.com/customer-service>

You can also look up the status of an order online

<https://orderstatus.hidglobal.com/WebOrderStatus/>

Note: iCLASS SE and iCLASS Configuration Cards for changing the functionality of Physical Access Readers are orderable from HID Customer Service. HID Prox configuration cards may be requested from Technical Support.

4.7 Support for Third-Party Products

Third-party products are products not manufactured by HID. HID offers varying levels of support for third-party products depending on the relationship between HID and the third-party.

4.7.1 Third-Party products sold by HID

For a product that HID sells that is manufactured by a third-party, HID offers the same support for the product as it would for a product manufactured directly by HID. HID Technical Support, with assistance from the Customer, may need to consult with the original manufacturer in the process of getting an issue resolved. Support for re-sold third-party products is only performed in the context of their operation with other HID products.

Examples:

- Hardware Security Modules (HSMs)
- EasyLobby Hardware Accessories

4.7.2 Third-Party products tested for compatibility by HID

For a third-party product that HID does not sell but tests for compatibility, HID will endeavor to assist in the troubleshooting of an issue with the third-party product only as it relates to the functioning of the HID product. The third-party product must be of a compatible version listed in the product documentation or data sheet. Troubleshooting the problem may involve removing the third-party product from the environment. HID Technical Support will assist the Customer in opening a support case with the third-party provider as necessary.

Examples:

- Operating Systems
- Databases
- Mobile Phones

4.7.3 Third-Party products neither sold by nor tested for compatibility by HID

For a third-party product that HID does not sell and does not test for compatibility (or the third-party product is of an untested version) HID only offers best-effort support. If an issue is suspected with the unsupported third-party product, the Customer may be asked to change to a supported version or supported third-party product. If there is a suspected problem with the third-party product in relation to its operation with an HID product, a support case may need to be opened by the Customer to the third-party. Products developed by Embedded Solution's OEMs are considered to be this category of product.

Examples:

- Access Control Panels
- Networking Hardware
- Certain biometric enrollment readers

4.8 Escalation Procedures

The escalation process is designed to alert higher level managers when there is a need for additional resources to resolve an incident in a timely fashion. Customers that are direct account holders at HID concerned with the handling of a particular incident should use the contact points below.

First Escalation: Regional Support Manager HID_Technical_Support_Management@hidglobal.com

Second Escalation: Director of Technical Support HID_Technical_Support_Directors@hidglobal.com

4.8.1 Extended Access Technologies

In cases where additional support is required for desktop contact/contactless readers (OMNIKEY), embedded contact/contactless modules and chip sets (RFID/BLE), desktop biometric readers (Lumidigm/DigitalPersona), biometric sensors and modules (Lumidigm/DigitalPersona), send an email to: EATSupport_admin@hidglobal.com.

4.9 Surveys

When a Technical Support Case is closed, the Case Management system sends an email to the customer asking them to participate in a survey of their experience with HID Technical Support. Customer feedback, both positive and negative, is strongly encouraged and appreciated.

4.10 Log Files and Customer Data

Note: This section applies only to ActivID products.

For customers concerned about sending potentially sensitive information via email, the support engineer shall agree with the customer on a secure method to exchange sensitive information, providing confidentiality, integrity, and availability. For example, an FTP account specific to the support incident can be created for uploading log files. If an FTP account is not desired, files can be sent on media by traditional mail. The FTP account and its contents are destroyed within 48 hours of the incident closure unless requested otherwise by the customer. Support personnel shall use a separate communication channel (physical or logical) to exchange shared secrets used to protect transport of sensitive information. Log files are never sent to a third-party without a customer's consent.

For U.S. Government customers, log files are not sent out of the country for analysis without prior consent. Log files are kept on a secure FTP server for U.S. Government customers only and kept for at least 18 months.

Customers are responsible for providing clean information (for instance software logs or screen capture) absent any Personal Information before they send it to HID Support for troubleshooting purposes. Personal information means information, recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information. Knowledge Base articles describing how to clean Personal Information from log files exist for each product.

In the event that HID support receives log files that have been compromised, we will:

- Notify the customer and attempt to quarantine the files
- Raise the issue to the customer so non-compromised files can be provided.
- Delete all copies of the information

In the event that HID Support receives Personal Information in customer data, we will:

- Notify the customer and HID's Privacy Officer
- Seek for customer's approval to continue work
- Delete all copies of the information if we don't get this approval

This page is intentionally left blank.



Section 5

5 Maintenance

5.1 Overview

Maintenance is the provisioning of Upgrades and Updates. The decision to create an Upgrade or an Update is at HID's sole discretion. Maintenance is subject to the terms, conditions and restrictions in the customer's license agreement.

Note: If Maintenance is not provided for particular product, then it will be indicated in the license agreement.

5.2 Maintenance Definitions

HID products use sequence-based versioning schemes to give each new release a unique identifier. The scheme is generally a two-to-five position sequence (with four positions being the most common) separated by '.' characters such as version 4.3.10.

A release can also have a shorter name used for marketing purposes. For example, a release can be officially designated as 7.6.000.8 but be referred to commonly as "Version 7.6".

Each number in the sequence represents a different category level or level of significance. For example, 7.6.300.8 represents the 8th build of the 3rd Service Pack of the 6th minor release of the 7th major release.

5.2.1 Upgrades / Major Releases

Upgrades or Major Releases contain new major features and can contain bug fixes. A Major Release is indicated by incrementing the numeral immediately to the left of the first '.' character in the version number of the software, e.g. the release following version 4.6 could be 5.0.

Major Releases may not provide an upgrade path from the previous major release or guarantee backwards compatibility (backwards compatibility is often referred to as having been "regression tested"). Always check the release notes for specific information about compatibility.

Major Releases usually require that new product documentation and a new training course be created to cover new features.

5.2.2 Updates / Minor Releases

Updates or Minor Releases contain new minor functionality and can contain bug fixes. A Minor Release is usually indicated by incrementing the numeral to the right of the first '.' character in the version number of the software, e.g. the release following version 4.100 could be 4.200.

Minor Releases generally provide an upgrade path from the previous minor release and generally guarantee backwards compatibility. Always check the release notes for specific information about compatibility.

Minor releases generally do not require re-training, but might include updates to product documentation.

5.2.3 Service Packs / Patch Release

A Service Pack or Patch Release is generally a collection of hotfixes and other bug fixes that has been fully regression tested (a hotfix on its own, by definition, is not fully regression tested). See *Section 5.2.4 Hotfixes / Builds*. A Service Pack can also contain new functionality, or can refer to a collection of releases, e.g. a Service Pack for a printer might contain both a firmware release and a driver update. Service Packs are generally denoted with an “SP” added to the end of the version number: e.g. the first Service Pack for version 6.6 may have the official version number of 6.6.100.3 but be commonly known as 6.6 SP1.

Service Packs generally provide an upgrade path from the previous release and generally guarantee backwards compatibility. Always check the release notes for specific information about compatibility.

A Service Pack generally does not include any updates to training material or product documentation. Service Pack installation instructions are generally provided within a README file, Release Notes, or the Product Documentation.

5.2.4 Hotfixes / Builds

A hotfix is a patch that has been released to address an urgent defect in the product. When HID releases a hotfix, HID sends an email notification to its IAMS customers and partners as soon as a new hotfix is released.

There are two types of notifications according to the criticality of the hotfix:

- The standard hotfix notification which is used for the standard hotfixes (most common case).
- The critical hotfix notification which is sent only when a security update or critical hotfix is released.

Critical hotfixes are designed to mitigate significant vulnerabilities and/or adverse performance. Failure to apply critical hotfixes within 90 days after their release will impact HID’s ability to honor any SLA.

Hotfixes are generally cumulative: e.g. they contain all other previously released hotfixes on the same Minor Release, Service Pack or Patch Release.

A Build is an internal version of a release that is used for quality testing purposes. For example, 5.6.000.1 is the first build for version 5.6. If problems are found with 5.6.000.1, then version 5.6.000.2 is created. If 5.6.000.2 passes all quality tests, then it will be the version released to customers. A Build number might not always be present in the version number.

A hotfix generally does not include any updates to training material or product documentation. Typically, the only documentation provided with a hotfix is a README file or Release Notes with a list of bugs fixed and installation instructions.

5.3 HID Approve App Store Publishing and Beta

New releases of Applications (such as HID Approve, HID CRESCENDO™ Mobile, ActivID® Token, etc.) distributed via app stores (like Google Play, the App Store, etc.) may be driven by interoperability updates for operating systems, bug fixes, hotfixes, and/or new product functionality.

HID Global will run a beta program for any new major version of an Application published via an app store. Customers will be notified of the beta program and are strongly encouraged to participate in the beta program to test non-regression, try new capabilities, and provide feedback.

New Application releases are generally scheduled to be published to app stores on a Tuesday and HID Global will inform customers of a new release via a product alert notification email at the start of the notification period.

5.3.1 Responding to Operating System Updates

Upon the release of a new version of an operating system (like iOS, Android, Windows, etc.), HID Global will assess interoperability with their own Application, and, if necessary, strive to publish an updated version of the Application to the respective app store within 25 business days after the commercial release date of the new operating system version.

New Application releases are generally scheduled to be published to app stores on a Tuesday and HID Global will inform customers of a new release via a product alert notification email at the start of the notification period.

5.3.2 Bug fixes and New Functionality

HID will provide a notification period of at least two weeks in advance of a release of an Application published to an app store driven by non-critical bug fixes or new product functionality. In the exceptional case of an urgent release due to a critical hotfix, HID Global will deliver an updated version of the Application as soon as possible with a reduced notification period and the possibility of no beta program whatsoever.

5.4 Maintenance Downloads

The following table outlines how Maintenance Updates are retrieved by product. If download information is unavailable for a particular product upgrade or update, contact Technical Support for assistance.

Product	Maintenance Updates
Physical Access	
Readers, Credentials	N/A
EasyLobby®, TRISM™	Email or Download provided by HID Technical Support ¹
Networked Controllers (NAS)	Developer Center (https://www.hidglobal.com/developer-center/) or HID Global Web Site (https://www.hidglobal.com/drivers) for EDGE EVO Solo, Discovery GUI, and Jumpstart
pivCLASS® (including pivCheck™)	http://www.pivcheck.com ²
HID Mobile Access® and HID Reader Manager™ App	New versions of the App which resides on a mobile device can be updated by using the standard procedures offered by Android and iOS (e.g. on Google Play or the App Store)
Secure Issuance	
FARGO® and Asure ID®	HID Global Web Site (https://www.hidglobal.com/drivers)
FARGO and Asure ID SDK	Developer Center (https://www.hidglobal.com/developer-center/)
IAM Solutions	
ActivID®	Direct End Users: http://iamsportal.hidglobal.com ³ Distributors, OEMs, Integrators: http://partnerportal.hidglobal.com
ActivID Mobile Apps (including HID Approve)	New versions of the App which resides on a mobile device can be updated by using the standard procedures offered by Android and iOS (e.g. on Google Play or the App Store)
Extended Access Technologies	
OMNIKEY® 5x27CK, iCLASS SE® Reader Module, iCLASS SE Processor	Developer Center (https://www.hidglobal.com/developer-center/)
Lumidigm®	Developer Center (https://www.hidglobal.com/developer-center/)
OMNIKEY (desktop reader)	HID Global Web Site (https://www.hidglobal.com/drivers) (including Keyboard Wedge)

¹Files are downloaded from a link provided Technical Support.

²Software is downloaded using the URL and login credentials provided upon purchase. It is possible to check if a new version of the software is available within the pivCLASS software.

³The ActivID Direct End User Portal also allows customers to modify their alert subscriptions for hotfix notifications, new release notifications, security alerts, and general notification (e.g. technical bulletins).

5.5 End of Life

The End-Of-Life (EOL) policy varies depending on the HID product area. The EOL status of certain products can be found online:

<https://www.hidglobal.com/product-support-life-cycle>

For other products contact Technical Support for End-Of-Life information.

This page is intentionally left blank.



Section 6

6 Support Procurement and Renewal Process

6.1 Overview

This section applies to Standard and Premium Support only – not Free or Custom Technical Support.

Normally, Standard or Premium Support is purchased at the time of initial product purchase and renewed annually. Support includes the ability to contact HID Technical Support and the provisioning of Maintenance. This section covers the particulars of Support procurement and renewal.

Note: For IAM Cloud Services, access to Technical Support (Premium Support) is included in the subscription service.

6.2 Initial Procurement

6.2.1 IAMS Solutions

HID Global highly recommends that customers purchase Technical Support at the time of initial software license purchase. The effective start date of the support subscription is the software delivery date. The start date is called out in the “proof of support” purchase document that is issued by HID after receiving the purchase order. The “proof of support” will contain information identifying the End User, the software under support, the support period of performance, and other details of the support purchased.

If support is not purchased with the software license, and support is desired at a later date, then the customer must purchase support with a support subscription start date of the original product purchase with the same one year expiration date, as well as an administrative fee of 15% of the list price.

Please note that direct end customers can only purchase Premium Support, while Distributors and Integrators can resell both Standard as well as Premium Support.

6.2.2 pivCLASS

The initial year of Maintenance and Support for pivCLASS® is mandatory. The effective start date of the software support subscription is the date that the software license is downloaded. The effective start date of pivCLASS Authentication Module (PAM) purchase is the date of shipment from HID Global.

6.3 Renewal

Upon the expiration of the initial support period, support can be renewed for successive periods, which generally consist of additional one-year periods, or, for ActivID products, also multi-year periods.

ActivID products and licenses are co-terminated and pro-rated at the time of renewal. The renewal date for future renewals is to be agreed upon with the direct customer and/or authorized channel partner as well as their renewal account manager.

Either party may cancel the support subscription during any subsequent renewal period upon advance written notice (registered or electronic mail) of at least three (3) months prior to the anniversary date. Should the direct customer or authorized channel partner decide to cancel the support subscription, HID will not refund or credit the remaining service fees. Customers who have cancelled or are otherwise not current on their Support subscription will not be able to receive Technical Support or receive product Maintenance.

Support can be renewed only for an HID product that is not End of Life. See *Section 5.5 End of Life*.

6.3.1 Reinstatement Fees and Termination

If a customer lets the support renewal lapse, yet pays a 1 year renewal within a three month period, then a reinstatement fee of 5% of the total price of support for a 12 months period will be applied, and the renewed Service Contract will begin at the end of the previous Service Contract.

If the lapse exceeds the three month period, then a 15% reinstatement fee of the total price of support for a 12 months period will be applied, and the renewed Service Contract will begin at the end of the previous Service Contract.

Normal support fees for 12 months period apply. Example: The yearly support fee of \$10,000 expires on March 31 and is allowed to lapse. On July 30th, the support fee is quoted at \$11,500 (\$10,000 for the yearly renewal and \$1,500 is 15% fee for a 1 year renewal).

Expiry Period	Yearly Support Fee	Reinstatement Fee	Total
Up to 3 months from Expiration Date 5% fee, total 12 months	\$10,000.00	\$500.00	\$10,500.00
Over 3 months up to 12 months late 15% fee, total 12 months	\$10,000.00	\$1,500.00	\$11,500.00
Over 12 months up to 24 months late 15% fee, total 12 months (x2)	\$10,000.00	\$3,000.00	\$13,000.00
Over 24 months up to 36 months late 15% fee, total 12 months (x3)	\$10,000.00	\$4,500.00	\$14,500.00

The new expiration date is still March 31 of the following year. Customers opting to terminate their licenses, e.g. reduce the number of users, may also do so at the end of a maintenance period. Reimbursements of support fees for past periods will not be given. If the Customer wishes to increase the number of users in the future, then the Customer must purchase new licenses and support for the additional users.

6.4 Purchasing Additional Licences with Support (IAM Solutions)

HID policy is that when Support and Maintenance is purchased, it must be purchased for all active ActivID licenses and not a portion or subset of those licenses. When purchasing new licenses, all past expired licenses must be renewed for the same product installation.



Section 7

7 Warranty, the Return Merchandize Authorization (RMA) Process, and Special Hardware Support

7.1 Overview

Hardware Support options, Warranties, and RMA procedures vary by product. This section outlines what you need to know about hardware support.

7.2 PACS and Secure Issuance Products

7.2.1 Warranty

Readers, Credentials, Programmers, and Printers are covered by the Warranty terms found at: https://www.hidglobal.com/sites/hidglobal.com/files/resource_files/current-warranty-policy

EasyLobby products follow the Manufacturer's warranty which is generally a 1-year Warranty.

Additional Printer Warranties are available on the Partner Portal at:

<http://partnerportal.hidglobal.com>

7.2.2 RMA

To initiate an RMA for a Reader, Credential, or Encoder go to <https://www.hidglobal.com/rma> or contact an HID Global Customer Service representative.

For EasyLobby® product returns, contact a Customer Service representative.

For FARGO® products and Networked Controllers, contact Technical Support to initiate an RMA at <https://www.hidglobal.com/support>.

7.3 ActivID Products

7.3.1 Warranty Period

- ActivID® AS Appliance (pre-FT2011): 3 years
- ActivID AS / ActivID Appliance (FT2011 and later): 1 Year, extensible to 3 years at time of purchase
- ActivID Validation Responder Appliance: 3 Years with next-day on-site warranty repair (in countries serviced by Dell)
- ActivID Tokens and Couplers: 1 year

7.3.2 Warranty Coverage

- Parts and Labor

7.3.3 RMA

For all ActivID products, the Customer is responsible for shipping charges when sending product back to HID. HID will cover shipping charges when returning repaired products or replacements back to the Customer; Customer is responsible for all customs formalities and import costs.

Appliances

If the HID Support representative determines an issue to be due to HID-supplied hardware, the support representative will work with the manufacturer and the customer together to resolve the issue. Depending on the manufacturer, this can involve phone and/or on-site support or shipping the appliance to a regional repair center. The customer must transfer any data from the original appliance to the replacement appliance. Any replacement unit shipped is automatically invoiced. A credit note will only be issued once the original appliance is received in good shape and in a sellable order at the return address provided by HID. Instructions for handling field-replaceable items and all RMA procedures will be provided by HID Support.

An extended warranty with on-site repair option is available. Contact your sales representative for details.

ActivID Tokens

RMAs for ActivID Tokens are issued under one of the following circumstances:

- A device has a hardware fault within the HID standard 1-year hardware warranty period, or
- A device is covered under the “Token Lifetime Replacement Program”. See *Token Lifetime Replacement Program*.

To initiate an RMA, contact HID ActivID Technical Support. Upon receipt of your request, HID Support will provide you with an RMA Information Document that includes a troubleshooting guide as well as an RMA form to describe and identify device problems. HID will ask you if you are able to recycle by yourself the faulty devices.

Note: HID will agree to replace quantities of ActivID Tokens that are only in multiples of 25 tokens (e.g. 25, 50, 75, 100 etc.).

Once you have submitted the forms back to HID Support and your request has been deemed valid. HID will assign you an RMA number. If you are not able to recycle the faulty devices, HID will provide you with detailed instructions on where and how to send your RMA shipment.

Please make sure to write the RMA number visibly on the shipping box to ensure proper processing. Upon receipt, your shipment will be tested and all tokens deemed defective will be exchanged.

Note: HID has sole discretion to determine whether to issue an RMA number and/or replace tokens. Hardware devices that are not found by HID to be defective will not be exchanged regardless of whether HID has issued an RMA number. Depending on the quantity to be replaced, custom tokens may be replaced with standard tokens.

Token Lifetime Replacement Program

This Extended Warranty Program goes into effect after your original manufacturer's warranty (1-year) expires, giving you an extra 4-year warranty.

A device is covered by the Extended Warranty Program (5-years in total from the proof of purchase order) when it meets all of the following conditions:

- Device is one of the following:
 - ActivID Token One
 - ActivID Keychain Token
 - ActivID Pocket Token
 - ActivID Mini Token
 - ActivID Flexi Token
 - ActivID Desktop Token
- Cover defects in workmanship or materials. The Extended Warranty Program does not cover decals or damage to the token caused by: misuse abuse, vandalism, end users attempts to repair item.
- The token being replaced must be part of a deployment of less than 5,000 devices with a valid, uninterrupted support subscription for one of the following products:
 - ActivID AAA Server for Remote Access
 - ActivID Authentication Server for Enterprise
 - ActivID Authentication Appliance for Enterprise

Note: Devices with expired batteries can be returned with the exception of the ActivID Token One, as the battery compartment can be opened with a screwdriver and batteries can be changed easily.

As an indication, general lead time and availability for replacements are:

- For standard HID branded tokens, 6 to 8 weeks for products out of stock.
- Extended Warranty Program cannot and does not guarantee the availability of specific pieces in specific patterns.

7.4 Extended Access Technologies

7.4.1 Desktop contact/contactless readers

The standard warranty for finished OMNIKEY® readers is two years. A warranty case can be served by either replacing the product with a functioning version of the same product, a product, with a different part number, which serves functional the same purpose or by reimburse the money for the defect product. The decision, which method will be used is on HID Global.

The RMA case needs to be opened by the partner, who bought the item from HID Global. RMA cases from end-customers, will be directed to the partner, where they bought the item from. The partner is responsible for handling the RMA for his sub partners and/or the direct end-customers.

7.4.2 Embedded contact/contactless modules and chip sets (RFID/BLE)

The embedded contact/contactless modules and chip sets (RFID/BLE) products are only able to be issued as RMA in cases which there is a verified issue. Submit a technical support request so that the case can be validated by a tech support engineer and/or solution engineer.

Also note that embedded OEM products that are manufactured into the host product may not be able to be returned. Please ensure that adequate incoming inspection processes are in place at the manufacturer.

7.4.3 EAT Biometrics

Please contact your Account Manager for the appropriate RMA procedure.

Appendix A

A HID Technical Support Holidays

A.1 US Offices Holidays

- | | |
|---------------------|----------------------|
| ■ January 1, 2020 | New Year's Day |
| ■ February 17, 2020 | President's Day |
| ■ April 10, 2020 | Spring Holiday |
| ■ May 25, 2020 | Memorial Day |
| ■ July 3, 2020 | Independence Day |
| ■ September 7, 2020 | Labor Day |
| ■ November 26, 2020 | Thanksgiving Day |
| ■ November 27, 2020 | Thanksgiving Friday |
| ■ December 24, 2020 | Day before Christmas |
| ■ December 25, 2020 | Christmas Day |

Note: TRISM support follows the FDIC holiday schedule.

A.2 Mexico Office Holidays

- | | |
|-------------------------|--------------------|
| ■ January 1, 2020 | New Year's Day |
| ■ February 3, 2020 | Constitution Day |
| ■ March 16, 2020 | Benito Juarez Day |
| ■ April 10, 2020 | Good Friday |
| ■ May 1, 2020 | Labor Day |
| ■ September 15-16, 2020 | Independence Day |
| ■ November 2, 2020 | Día de los Muertos |
| ■ November 16, 2020 | Revolution Day |
| ■ December 24-25, 2020 | Christmas Day |
| ■ December 31, 2020 | New Year's Eve |

A.3 Brazil Office Holidays

■ January 1, 2020	New Year's Day
■ January 25, 2020	Aniversário São Paulo
■ February 24-26, 2020	Carnaval
■ April 10, 2020	Good Friday
■ April 21, 2020	Tiradentes Day
■ May 1, 2020	Labor Day
■ June 11-12, 2020	Corpus Christi
■ July 9, 2020	Constitucional Revolution Day
■ September 7, 2020	Independence Day
■ October 12, 2020	Nossa Senhora Aparecida Day
■ November 2, 2020	Finados
■ November 20, 2020	Consciência Negra
■ December 24-25, 2020	Natal (Christmas)
■ December 31, 2020	Confraternização Universal

A.4 UK Office Holidays

■ January 1, 2020	New Year's Day
■ April 10, 2020	Good Friday
■ April 13, 2020	Easter Monday
■ May 8, 2020	Early May Bank Holiday
■ May 25, 2020	Spring Bank Holiday
■ August 31, 2020	Summer Bank Holiday
■ December 25, 2020	Christmas Day
■ December 26, 2020	Boxing Day

A.5 France Office Holidays

■ January 1, 2020	Jour de l'An (New Year's Day)
■ April 13, 2020	Lundi de Pâques (Easter Monday)
■ May 1, 2020	Fête du Travail (Labor Day)
■ May 8, 2020	Victoire 1945 (Victory Day)
■ May 21, 2020	Ascension
■ July 14, 2020	Fête Nationale (Bastille Day)
■ November 11, 2020	Armistice 1918
■ December 25, 2020	Noël (Christmas)

A.6 Hong Kong Office Holidays

■ January 1 2020	The first day of January
■ January 25, 2020	Lunar New Year's Day
■ January 27-28, 2020	The third and fourth day of Lunar New Year
■ April 4, 2020	Ching Ming Festival
■ April 10, 2020	Good Friday
■ April 11, 2020	The day following Good Friday
■ April 13, 2020	Easter Monday
■ April 30, 2020	The Birthday of the Buddha Holiday
■ May 1, 2020	Labor Day
■ June 25, 2020	Tuen Ng Festival
■ July 1, 2020	HKSAR Establishment Day
■ October 1, 2020	National Day
■ October 2, 2020	The day following the Chinese Mid-Autumn Festival
■ October 26, 2020	The day following Chung Yeung Festival
■ December 25, 2020	Christmas Day
■ December 26, 2020	The first weekday after Christmas Day

A.7 China Office Holidays

- | | |
|-----------------------|-------------------------------|
| ■ January 1, 2020 | New Year's Day |
| ■ January 24-30, 2020 | Chinese New Year Holidays |
| ■ April 4-6, 2020 | Tomb-sweeping Day |
| ■ May 1-5, 2020 | Labour Day |
| ■ June 25-27, 2020 | Dragon Boat Festival Holiday |
| ■ September 13, 2020 | Mid-Autumn Festival |
| ■ October 1-8, 2020 | National Day and National Day |

A.8 India Bangalore Office Holidays

- | | |
|---------------------|----------------|
| ■ January 1, 2020 | New Year's Day |
| ■ January 15, 2020 | Pongal |
| ■ February 21, 2020 | Shivarathri |
| ■ March 9, 2020 | Holi |
| ■ March 25, 2020 | Ugadi |
| ■ April 10, 2020 | Good Friday |
| ■ May 1, 2020 | Labour Day |
| ■ May 25, 2020 | Ramzan |
| ■ July 31, 2020 | Bakrid |
| ■ October 2, 2020 | Gandhi Jayanti |
| ■ October 26, 2020 | Vijaya Dashami |
| ■ November 13, 2020 | Diwali |
| ■ November 16, 2020 | Diwali |
| ■ December 25, 2020 | Christmas Day |

A.9 Australia Melbourne Office Holidays

■ January 1, 2020	New Year's Day
■ January 27, 2020	Australia Day
■ March 9, 2020	Labor Day (Victoria only)
■ April 10, 2020	Good Friday
■ April 13, 2020	Easter Monday
■ June 8, 2020	Queen's Birthday
■ September 25, 2020	Friday before the AFL Grand Final (Victoria only)
■ November 3, 2020	Melbourne Cup Day (Victoria only)
■ December 25, 2020	Christmas Day
■ December 26, 2020	Boxing Day

A.10 Japan Tokyo Office Holidays

■ January 1-3, 2020	New Year's Day Holiday
■ January 13, 2020	Coming of age day
■ February 11, 2020	National Foundation day
■ February 24, 2020	The Emperor's Birthday
■ March 20, 2020	Spring Equinox day
■ April 29, 2020	Showa day
■ April 30-May 1, 2020	Golden Week
■ May 1-2 2020	Imperial Throne of New Emperor
■ May 4, 2020	Greenery Day
■ May 5, 2020	Children's Day
■ May 6, 2020	Kenpou Day
■ July 23, 2020	Marine Day
■ July 24, 2020	Sports Day (2020 Tokyo Olympic)
■ August 10, 2020	Mountain Day
■ August 11-14, 2020	Lantern Day
■ September 15, 2020	Respect for the aged Day
■ September 22, 2020	Autumnal Equinox day, CH
■ November 3, 2020	Culture Day
■ November 23, 2020	Labour Thanksgiving Day
■ December 29-31, 2020	Year End Holiday

