

# UML LAB

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## Support Policy

As a service for customers, Yatta Solutions provides technical support for UML Lab in accordance with the following provisions:

### 1. GENERAL

#### 1.1 Service Hours

Yatta Solutions' service hours are:

- (a) Monday to Friday, 9:30 a.m. until 6 p.m.
- (b) Except on bank holidays in the State of Hesse and Germany.
- (c) Yatta Solutions is closed from Christmas Eve (24.12.) until New Year's Day (01.01.) inclusive, and no customer services are available during that time.

#### 1.2 Service Requests

During service hours, Yatta Solutions' team responds to requests for technical support for UML Lab. Customers can contact us in various ways, as they think appropriate.

#### 1.3 Note

Before turning to our technical support, customers are kindly requested to check Yatta Solutions' Forum and Trouble Ticket System first of all, to find out whether

- (a) a similar query has already been made, or
- (b) the issue has already been dealt with, or
- (c) a solution to the problem is already available.

Our aim here is to avoid repeat requests and ensure that queries are dealt with as quickly as possible, so that our service is continuously improved. As in an open community we also offer our customers opportunities to exchange ideas and information directly, at the same time actively contributing ourselves as well.

### 2. TECHNICAL SUPPORT

Customers can choose between various ways of contacting Yatta Solutions' technical support. They are at Yatta Solutions' sole discretion:

## 2.1 Trouble Ticket System

2.1.1 Yatta Solutions uses a Trouble Ticket System for maintaining its software. Various topics are documented here in so-called [Tickets](#) (e.g. functional requirements, software errors, etc.).

2.1.2 The Tickets can be fully or partly accessed via Yatta Solutions' website. Customers can also find information there about problems that have already been reported and the stage that processing them has reached.

2.1.3 Customers can create a Ticket in two ways:

(a) A Ticket can be created via UML Lab's report function ([Report Issue](#)). To do this, the computer must be online. Apart from the details given in the user's description of the error, UML Lab also transmits the following information to Yatta Solutions:

- System details about the computer on which UML Lab is installed, i.e.
  - the Java version,
  - the operating system (e.g. Windows 7 64-bit, Linux, MacOS), and
  - the UML Lab edition and version being used.

In addition, users can also send the following at their own option:

- file attachments for reproducing the error (provided this is expressly permitted by the user), and
- an email address, login to the Trouble Ticket System, or other contact details in the event of a return query.

(b) A Ticket can be created via [Support](#) on Yatta Solutions' website.

2.1.4 The Trouble-Ticket System may only be used by licensees of UML Lab, including users of free license types. Contributed tickets may be marked as public or non-public at Yatta Solutions' sole discretion. In all other respects the [Forum terms](#) apply *mutatis mutandis*.

## 2.2 Email

Yatta Solutions' customer service can also be contacted by email at:

[support@yatta.de](mailto:support@yatta.de).

## 2.3 Telephone

Last but not least, Yatta Solutions can be contacted by phone at:

+49 (0)561 57432776655

## 2.4 Forum

2.4.1 Additional to the support services Yatta Solutions runs an Internet Forum to assist its customers, where they can exchange ideas and information and contribute to the Yatta Community.

2.4.2 On using the Forum, each user agrees to the der [Forum Terms & Conditions](#).

## 3. TECHNICAL SUPPORT LIMITS

### 3.1 Limited Capacity

We aim to always provide excellent customer service, and the qualified staff on our technical support team is thoroughly equipped to do so. Nonetheless our capacity is limited, and so customers are kindly requested to bear with us if ever we do not manage to answer a query in person or to process a request straightaway. You can be absolutely sure though that we always do our utmost to deal with every single issue without any undue delay.

### 3.2 Distinction Between Advisory and Other Support Services

3.2.1 We assist licensees by providing technical support to deal with technical problems occurring in UML Lab software; however, we are not actually under any legal obligation to find a solution to the technical problems reported to us by licensees, except in warranty cases.

3.2.2 Technical support is not intended for providing advice on merely how to use UML Lab (usability, installation, training, etc.): the software contains a number of help topics for this purpose, e.g. a tutorial in the form of a guided tour, Eclipse Cheat Sheets, as well as hints. In Yatta Solutions' Forum, our customers and partners can also consult each other about using the software, and our own team also makes active contributions to the Yatta Community.

3.2.3 Nor is technical support intended for adapting UML Lab to licensees' individual requirements (customizing, consulting), or for extending functions for this same purpose.

Note: A separate agreement can be reached with Yatta Solutions or with relevant partners for this kind of service, if and as required – in particular: extending certain functions, making adjustments, installation, maintenance, configuration, training, and other advisory services. Please contact us for further details.

3.2.4 Our technical support team will also be pleased to receive suggestions for extending functions and for UML Lab's further development and maintenance.

### 3.3 Licensee's Co-Operation

3.3.1 It is up to the user to describe any errors occurring and their related symptoms as best as possible, in order to enable us to reproduce and subsequently eliminate them. The times when an error occurs should be given, and the circumstances in which any defects have been observed should be described in as close detail as possible.

3.3.2 Error reports should be as detailed as possible, and at a minimum they must provide the following information:

- System specifications about the computer on which UML Lab is being used, namely:
  - the Java version,
  - the operating system (e.g. Windows 7 64-bit, Linux, MacOS), and
  - the UML Lab edition and version being used.
- Details about the software components affected.

3.3.3 For processing purposes, the following details are also required:

- the name of the licensee,

- the UML Lab serial number to identify the licensee,
- the name of the user or a contact person,
- a telephone number or email address in the event of any return queries, and
- information about the reason for contacting us, e.g.
  - error report,
  - extending functions, or
  - other comments.

## 4. UPDATES AND PATCHES

### 4.1 Updates

4.1.1 Yatta Solutions issues updates for continuously improving its software. Updates are made available to licensees by posting releases and patches on Yatta Solutions' website or update site that can be downloaded via the Internet. Yatta Solutions will send the licensee any access data required for logging into a protected area on its website. Instead of providing downloads, Yatta Solutions is also entitled to send the licensee releases and updates on a suitable data carrier, or to transmit them digitally using some other appropriate medium.

4.1.2 Technical support is provided exclusively for the most recent version of the software at the time, following installation of all the latest updates.

## 5. OTHER PROVISIONS

In all other respects the General License Terms apply, which in the event of any doubt have priority over this Support Policy or any other annexes.