Support Center Guide

Dean Evans and Associates LLC.

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Introduction

This document will discuss the features contained within the Support Center. Everything discussed in this article are only available to those who have been granted access to login to www.dea.com. Access to the login area of support is given when the Primary EMS Contact emails or calls support and approves the new contact. Depending on the level of access granted, some users may see a more limited view.

Customer Support

Unlimited toll-free customer support is available to EMS users who have a current Annual Service Agreement (ASA). If you are unable to resolve a problem or answer a question by reading the EMS documentation, contact us at:

Email:	**support@dea.com**
Web:	**www.dea.com**
Phone:	**(800) 288-4565**
Fax:	**(303) 796-7429**

Support Center Access

New Users

Those that have never accessed the Support Center will click the "Request Access" link. They will then fill out a form that will be sent to the support staff. The support staff will then reach out and verify admittance with the organization's primary contact. Once verified a password will be emailed to the contact that requested access to login. If the user knows their organizations primary contact, the primary contact can email support@dea.com with the users name, email address, phone number and level of access needed to have accounts created as well.

Existing Users

Accessing the Support Center is accomplished by navigating to www.dea.com and entering an email address and password. Users that do not remember their password can enter their email address and select the "Forgot Password" link to request a new password.

Landing Page

After logging in the Support Center landing page will display the organization's annual service agreement status. Links for navigate to the Knowledge Base, Forum, Support Tickets and the Software and Document Library are available as well.
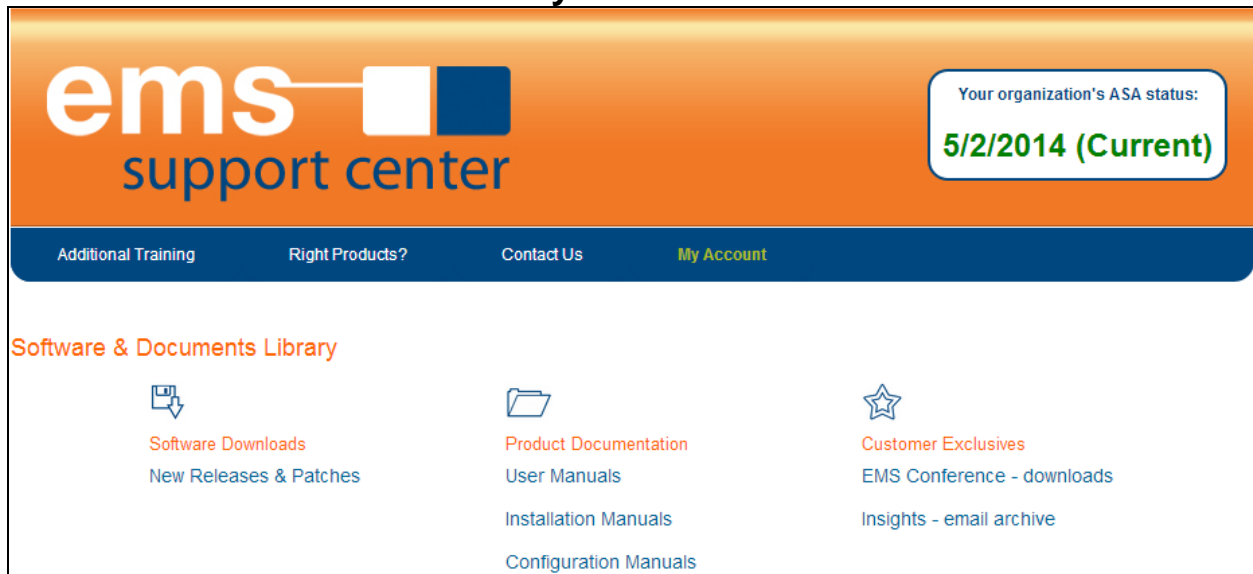
Knowledge Base

Selecting the link for the Knowledge Base directs the user to the EMS Knowledge Base. From the Knowledge Base landing page users will be able to search for articles that assist with everything from tips and tricks to error messages. Prior to calling support it is recommended to check through the knowledge base for possible solutions. When new products are released often times there will be articles to help introduce new or unique features.

User Forum

Selecting the User Forum will take the user to our forums. These forums are used to interact with other customers and share ideas. While Dean Evans and Associates employees will be monitoring it and also attempting to help with any unanswered questions, this area is designated for our customers to ask and share questions regarding all the EMS products.

Software and Document Library

Software Downloads

The software downloads section contains the new releases of EMS products owned by an organization. Have a current and active ASA allows users to download the monthly updates of the current software, as well as any major upgrade that is released.

In order to be proactive and avoid problems, users should perform an update of the software once each month. In most cases when a problem with the software tool becomes apparent to the user, it has already been identified by our engineers, and a solution has been implemented in the form of a new Version, Build, or Patch.

Updating Monthly Releases

Updating currently installed EMS products is simple. Each component of the EMS suite has a corresponding article that lays out the steps for how to update to the newest build. Release notes are posted next to the patch on the downloads page.

These Knowledge Base articles help outline how to update to the monthly releases of each product. Along with the following articles, many other helpful articles are found in the Knowledge Base.

Patch

Patches that are downloaded from the Support Center are cumulative, so one patch will contain all prior updates. A patch only needs to be run against the database one time for all users to be affected.

Downloading the Patch:
1. Log in to the Support Center at www.dea.com.
2. Select the Software & Docs Library.
3. Under the Software Downloads area select New Releases & Patches.
4. Locate the Patch and download the patch.

Updating a patch in EMS Professional and EMS Lite:
1. Log in to EMS as an Administrator.
2. Go to System Administration>Database>Install Patch.
3. The Install Patch screen will pop up where it will allow the user to browse to the downloaded patch.
4. Once the patch is selected, click Install to execute the patch.

Updating a patch in EMS Enterprise, Workplace, District, Legal, Campus, Master Calendar and Regics:
1. Open SQL Management Studio.
2. Connect to the SQL instance that contains the database that is being patched.

   a. Make sure the account the user is logging into the SQL server with has access to modify the database.
3. Open the SQL Patch as a new query in Management Studio.
4. Verify the appropriate database has been selected.
   a. For EMS, this will always be the database that is not your EMS_Master database.
5. Execute the EMS Patch.

Desktop Client

To install the newest build of the EMS Client follow these instructions:

1. Login to www.dea.com and go to Software & Docs Library>New Releases & Patches>Download the EMS Client.
2. Go to Add or Remove Programs, and uninstall the old build of the EMS Web Client.
3. Run the installer for the new EMS Client build, the database and server names should be preserved by the registry key.
4. Launch the EMS Client and connect to verify the new installation.
*NOTE: Before installing the newest build of the EMS Web Client, it is recommended that the EMS database be updated to the latest patch.

EMS Web Client

To install the newest build of the EMS Web Client follow these instructions:

1. Login to www.dea.com and go to Software & Docs Library>New Releases & Patches>Download the EMS Web Client.
2. Go to Add or Remove Programs, and uninstall the old build of the EMS Web Client.
3. Run the installer for the new EMS Web Client build, enter the appropriate database and server names.
4. Connect to the EMS Web Client to validate the install.
*NOTE: This install will need to be performed for all machines that have an EMS Client to avoid errors. Before installing the newest build of the EMS Web Client, it is recommended that the EMS database be updated to the latest patch.

Virtual EMS

To install the newest build of Virtual EMS follow these instructions:

1. Login to www.dea.com and go to Software & Docs Library>New Releases & Patches>Download the EMS Web Client.
2. Go to Add or Remove Programs, and uninstall the old build of Virtual EMS by highlighting and selecting uninstall.
3. Run the installer for the new build of Virtual EMS, enter the appropriate database and server names.
4. Connect to the new build of Virtual EMS to validate the install.
*NOTE: Before installing the newest build of Virtual EMS, it is recommended that the EMS database be upgraded to the latest patch.

Master Calendar

To install the newest build of Master Calendar follow these instructions:

1. Login to www.dea.com and go to Software & Docs Library>New Releases & Patches>Download Master Calendar.
2. Go to Add or Remove Programs, and uninstall the old build of Master Calendar.
3. Run the installer for the new Master Calendar build, enter the appropriate database and server names.
4. Connect to Master Calendar to validate the install.

*NOTE: Before installing the newest build of Master Calendar, it is recommended that the database be updated to the latest patch.

Product Documentation
Installation Manuals
Information regarding new installs or upgrading from one version to the next. Each of the Major EMS Products has a corresponding installation guide. Information for upgrading from one product to another (EMS Profession to Enterprise) can be found in the knowledge base.

Setup Guides and User Manuals
Setup Guides and User Manuals are tools that can be used when configuring and using EMS products. Many questions that users and administrators have that are working within the program can be found within one of the two documents. These documents are both a part of the product documentation area of the Support Center.

Contacting Support
Technical Support Inquiries
Technical Questions
These include issues such as errors (for example an object reference error), upgrade failures, performance concerns or environmental pre-requisites. This also includes adding new contacts authorized by an individual documented as primary in your customer record. Our products rely on a Microsoft platform configured within a customer maintained environment. While we cannot fully troubleshoot or configure these Microsoft software or hardware environments, we can often provide insight or a "point in the right direction" to resolve performance issues, pre-requisites and required settings questions.
Unexpected Results
As with any software application, there will be occasions where assistance is needed to determine if an unexpected or undesirable outcome is the result of configuration choices or a flaw in the software code. Our team will troubleshoot to the root cause and then provide potential alternative configuration choices, submit and follow-up with a bug resolution by our development team or submit an enhancement request.
Configuration Questions
Support is pleased to answer occasional or specific questions in regards to how our products can be configured. Our support team has a solid understanding of configuration implications in order to separate software bugs from configuration choices. Support's approach is, however, from a practical rather than a process perspective. Our Professional Services team is best qualified to provide direction on the impact of configuration selections as well as to provide training and best practices from a process perspective. Everyone here at Dean Evans and Associates wants our customers to be able to leverage the full range of functions and features provided by EMS. While our support team can provide general direction, there will be cases when we recommend a Professional Services engagement. An engagement will not only resolve the issues you are facing but will address how your business needs can be best met with our products.

Enhancement Requests
Enhancement requests for EMS software can be submitted through the Support Center by going to Contact Us > Submit Enhancement Request. These submissions are used by the development team to help add new features that our customers would find useful to future versions of the product. An enhancement request should be submitted when there is a function that EMS software is currently unable to perform that an organization feels would be beneficial. When a user feels that EMS should be able to perform in a way it appears unable to, we encourage them to call support and see if there is a workaround or another way to accomplish the task.

Support Email Address and Phone Number

EMS Support Email Address: support@dea.com
EMS Standard Support Telephone Numbers: 800-288-4565 (Toll Free US & Canada)
                                          303-771-0110 x859 (All Other Countries)

Premium Support Extras

Organizations with Premium support annual service agreements receive extra perks from support. These perks include the premium support phone number, online ticket submission as well as the ability to view tickets through the support Center.
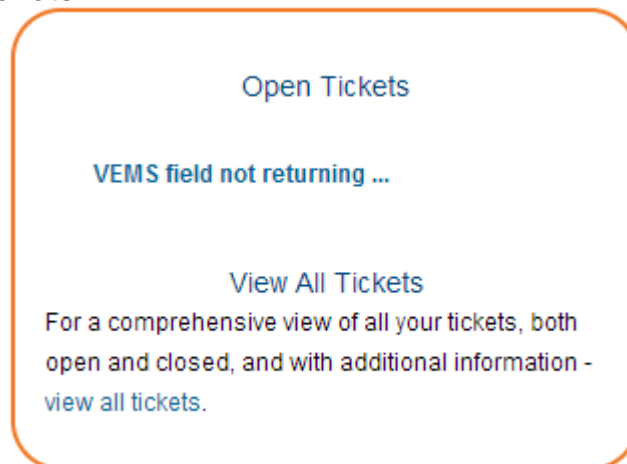
Premium Support Phone Number

The phone number for the premium support line is listed above. Calling the premium support line will place a call at the front of the support queue, ensuring that it is answered in the timeliest fashion. This enables Premium ASA customers to have their calls answered quickly even during times when call volume may be heavy.

Online Ticket Submission

After logging in to the Support Center it is possible to select Support Tickets. The Support Tickets area allows Premium ASA customers to submit a ticket for their organization. Verify that the email address is correct because that is how EMS Support will be getting in touch to help resolve the aforementioned issue. The more information provided to our support team will ensure more direct and speedy answers to submitted issues. Tickets submitted in this fashion will be flagged that they were sent by a premium customer.

Viewing Support Tickets

Open Tickets

VEMS field not returning ...

View All Tickets
For a comprehensive view of all your tickets, both
open and closed, and with additional information -
view all tickets.

The Support Tickets page also offers the ability to view open tickets. Viewing All Tickets displays a page that shows all currently open tickets. The owner of the ticket will be displayed for each of the tickets, as well as the date of last activity. This information can help if a customer needs to contact a support representative regarding a ticket.