

What is the scope of Support for MindManager Products?

- MindManager
- Mindjet for Business/Web
- MindManager for MS Teams

What is the scope of Support for MindManager Products?

MindManager team will provide expert-level guidance and troubleshooting in connection with questions and issues arising from the installation, configuration, and use of MindManager software, bug fixes, issue resolution, and access to Updates of the MindManager Software:

- **Updates:** means generally commercially available code corrections, patches, updates, and minor version releases of the same MindManager Software as designated by a change in the number to the right of the decimal in the version number
- **Installation:** Support for installation (or upgrade) includes providing guidance and troubleshooting in connection with customers' downloading and installing, or upgrading the software
- **Configuration Issues:** Support for configuration includes troubleshooting customers' configuration settings for existing installations on approved environments to ensure proper operation and functionality
- **Basic Product Functionality Questions:** MindManager experts will answer your "how to" questions related to standard and intended product usage
- **Product Defect Verification and Reporting:** Bug identification
- **Enhancement and Feature Request Submission**

Version of supported products covered by MindManager Support Team

- **Supported versions:** MindManager will provide Support only for the versions of the Product specified in the Product Lifecycle Policy
- **Supported Environments:** MindManager supports the use of its products only on the platforms (hardware and Operating Systems) specified in System requirements for each MindManager Product

What Support excludes

- MindManager Software that is used on or in conjunction with hardware or software other than that specified in the in System requirements
- Virus Infections

- Spam Protection
 - System/Server administration activities
 - Routine product maintenance (like data backup, cleaning disk space, for example)
 - 3rd Party Applications not provided by MindManager
 - Altered or modified Mindmanager Software, unless altered or modified by MindManager
 - Defects in the MindManager Software due to hardware malfunction, abuse, or improper use
 - Any version of the Mindmanager Software for which Support services have been discontinued by MindManager as documented in the Product Lifecycle Policy
 - Reimbursing and expenses spent for 3rd Party Services not provided by MindManager
 - MindManager Support excludes training, customization, integration, and any issues arising from non-standard usage of the Software
-