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# Telestream Maintenance and Support Guide

for cPAR, cVOC, iMMS ASM, iMMS, PLM, Inspector LIVE,  
Surveyor ABR Passive, Surveyor ABR Active, Surveyor TS, Cricket and  
Sentry Network Monitors

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## Welcome to Telestream!

Dear Customer,

We appreciate your purchase of technical support coverage and would like to welcome you to Telestream's dedicated team. This guide is meant to assist you in understanding the technical support Telestream has to offer for our Video Quality Monitoring & Analytics product line. Those products include cPAR, cVOC, iVMS ASM, iVMS, PLM, Inspector LIVE, Surveyor ABR Passive, Surveyor ABR Active, Surveyor TS, Cricket (G10, G2x), and Sentry Network Monitors.

If you know of anyone that would benefit from this guide and or need support, feel free to pass on the information provided.

Your guide will outline the following:

- Telestream's support offerings
- How to contact Telestream Support Services
- Expected response times for your inquiries
- Hardware Warranty, Limitations, Exclusions

Please share this document with individuals or departments that may open up support cases for any of our Video Quality Monitoring & Analytics products.

Thank you,  
Telestream Support Services

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## Document Scope

This document sets forth the limited warranty, support contract and service level terms for hardware products and licensed software products purchased from Telestream Video Quality Monitoring & Analytics product line that are intended for “on-premises” use.

The terms and conditions of this document do not apply to any remote, cloud-based, and/or “Software as a Service” (SaaS) monitoring and/or analytical services provided by Telestream.

## Technical Support Offerings

Telestream Maintenance and Support, which must be purchased at the time of your product purchase, includes both technical web/phone support from highly trained support consultants, and software and firmware updates to Telestream Video Quality Monitoring & Analytics products.

By purchasing a Product Support and Maintenance subscription on Telestream Video Quality Monitoring & Analytics products, customers will have access to the following services during the active subscription period:

- Access to both updates and upgrades of Telestream Video Quality Monitoring & Analytics products or Management Software, if and when released. This includes access to new product firmware that provides enhancements such as hardware performance improvements and additional features.
- Access to Telestream Video Quality Monitoring & Analytics technical support hot line during Normal Business Hours.
- Access to Telestream’s Customer Case Portal and Knowledge Base.
- Access to the appropriate product documentation in electronic format, including Software and Hardware release notes, user documentation, White Papers and application notes.
- Support is available for cPAR, cVOC, iVMS ASM, iVMS, PLM, Inspector LIVE, Surveyor ABR Passive, Surveyor ABR Active, Surveyor TS, Cricket (G10, G2x) and Sentry Network Monitors.

## Support Coverage/Normal Business Hours

<b>Americas</b>	6am – 6pm PST, Monday - Friday
<b>EMEA</b>	9am – 6pm CET, Monday - Friday
<b>APAC</b>	9am – 6pm IST, Monday - Friday

*\*Telestream observes the following U.S. holidays: New Year’s Day, President’s Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.*

*\*\*Telestream observes the following European holidays: New Year’s Day, Good Friday, Easter Monday, Labor Day, Ascension Day, Whit Monday, Corpus Christi, German Unification Day, All Saints’ Day, Christmas Eve, Christmas Day, and Boxing Day. Limited support on Carnival Monday.*

*\*\*Telestream observes the additional following UK holidays: Early May bank holiday, Spring bank holiday, Summer bank holiday.*

## Technical Support Contact methods

We encourage all customers to use our customer portal to log tickets as the primary method of engaging the technical support team.

<https://support.telestream.net/s/login/>

Region	Website	Phone
Americas	<a href="http://www.telestream.net/telestream-support/iq/support.htm">http://www.telestream.net/telestream-support/iq/support.htm</a>	1-866-464-4636 (US only)
EMEA	<a href="http://www.telestream.net/telestream-support/iq/support.htm">http://www.telestream.net/telestream-support/iq/support.htm</a>	+49 228 280 9141
APAC	<a href="http://www.telestream.net/telestream-support/iq/support.htm">http://www.telestream.net/telestream-support/iq/support.htm</a>	+49 228 280 9141

## Language

English is required for all communications with Telestream Support.

## What to expect when working with a Telestream Support Consultant

After conferring with you via phone or e-mail, the TSC will work on the following:

- Provide documentation or reference to release notes, app notes, or other user documentation, if applicable to the reported issue.
- Determine if the reported issue is fixed in an existing patch or product update.
- Working with your files, the TSC will try to recreate the problem in a Telestream test environment.
- Request remote access into your Telestream system if necessary.
- If the TSC cannot resolve the problem, the issue will be escalated to the Engineering Liaison for engineering review.
- If a hardware problem is found with your Telestream server, the TSC will work on the repair with the RMA team.

## Priority Level Definitions

Please assist the Technical Support Consultant in understanding the priority of your case or indicate relevant details in your web/e-mail submission.

Priority Level	Definition
<b>Critical – P1</b>	Monitoring capability is lost, a major function is unavailable, or a critical interface has failed.
<b>High – P2</b>	An intermittent loss of monitoring capability or a Problem that significantly affects monitoring operation or operation, maintenance, and administration of equipment.
<b>Medium – P3</b>	An issue has occurred that does not significantly impair the functioning of the system.
<b>Low – P4</b>	Any condition or request for assistance that is not business-impacting. Information is required on system capabilities, usage, installation, or configuration. This priority is also used for information exchange and feature requests.

## Service Level Times

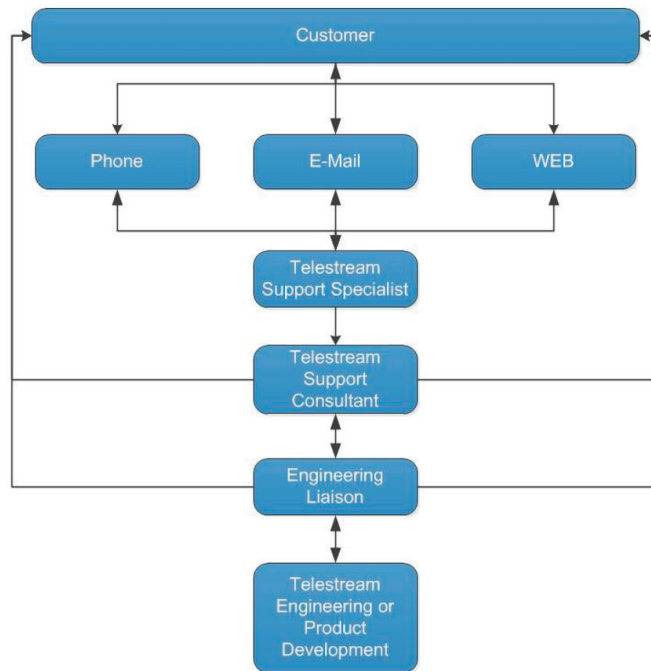
The Service Levels indicated below are applicable to products that are either covered by the Telestream Video Quality Monitoring & Analytics Limited Warranty and/or have an active Telestream Support and Maintenance Contract. Telestream commits to using diligent efforts to meet the Target Response and Restore Times referenced below.

Severity Level	Service Level Times	Response Time Goals
P1	Target Response Time	2 Business Hours
	Target Restore Time	5 Business Days
P2	Target Response Time	4 Business Hours
	Target Restore Time	10 Business Days
P3	Target Response Time	8 Business Hours
	Target Restore Time*	Future Product Update Release
P4	Target Response Time	Next business day
	Target Restore Time	As appropriate

\* Restore Time targets require remote access to the software in question by Telestream Video Quality Monitoring & Analytics support personnel, as well as a full explanation and network capture of the Problem. Insufficient data or inability to replicate the Problem may extend these Restore Times. If an onsite visit by Telestream is required, additional time will be required.

## Flow Diagram for support cases

This diagram shows how your case flows through our support and escalation teams when necessary. Your case may be worked on by a senior level TSC as well. You can expect contact from us at many levels, and at times, from our engineering or product development teams. These communications will be managed through the TSC assigned to your case.



## Management Escalation Procedure

If you feel that your case requires additional attention, the following management escalation is available to you to facilitate satisfactory service delivery.

Escalation Point #1 for US/Americas Customers	Technical Support Manager, Video Quality Monitoring & Analytics Jason Gillis Jason.gillis@telestream.net +1 503 336 1554
Escalation Point #1 for EMEA/APAC	Director Client Services – EMEA/APAC Michael Wambach michaelw@telestream.net +49 228 280 9141
Escalation Point #2 for all	VP Client Services Kim Outlaw kimo@telestream.net +1 703 964-8056

## Technical Notes

### Backups

Customer is responsible to back-up their database to an external location. Telestream will not be liable for any loss of data during these procedures.

### System Access

Support cases may require access to your Telestream system to troubleshoot the reported issue. The easiest option is for the Telestream system to have outside access to the Internet to allow connection for a remote troubleshooting tool. If the Telestream system is on a closed network, a jump server with Internet access can be an alternative. If there is no access at all, troubleshooting the reported issue may become very difficult, and the time to resolve can increase. On-site troubleshooting can be requested for a fee. Please contact your sales representative for more details.

### Remote Access Tools

Telestream uses industry standard remote access tools such as TeamViewer and GoToAssist. Both tools require internet access.

For details on TCP ports, please review the following guides from these vendors:

<https://www.teamviewer.com/en/help/334-which-ports-are-used-by-teamviewer.aspx>

[http://support.citrixonline.com/en\\_US/gotoas-sist%20corporate/help\\_files/GTA130002?title=General+FAQs](http://support.citrixonline.com/en_US/gotoas-sist%20corporate/help_files/GTA130002?title=General+FAQs)

### File Transfers

Telestream Support uses Aspera Faspex™ for transfers of media files and other supplemental files required for troubleshooting. For details on Aspera, please review the following articles:

<https://support.asperasoft.com/en-tries/20933197-Security-Model>

<https://support.asperasoft.com/en-tries/20517608-Firewall-Considerations->

## Limited Product Warranty

Product Type	Warranty Time Period
Hardware Appliances	1 year from date of shipment
All other hardware	2 years from date of shipment

### Hardware

Telestream warrants that Appliances and other hardware will be free of defects in material and workmanship during the applicable warranty period. This warranty extends only to the original purchaser from Telestream and is subject to all other terms in this document. Except for the foregoing, all hardware is provided AS IS.

### Warranty Limitations

#### *Misuse and External Causes*

In no event will Telestream have any obligation to make repairs, replacements or corrections required, in whole or in part, as the result of (i) any of the circumstances set forth in “Exclusions from Coverage”, or (ii) Customer’s failure to take appropriate IT security precautions and/or Customer’s use of Telestream products outside a secure IT environment, as described in “Uninterrupted and Error Free Operations”.

#### *Improper Network Placement*

Telestream video analysis probe products detect streaming media data flows on networks and measure a variety of key parameters. Measurement results and alerts can be sent to one or more centralized servers, enabling users to view and compare measurements from end-to-end throughout a distribution network to detect, locate and take corrective action on a wide range of fault types.



Users access information acquired and consolidated in Telestream products via server software incorporated in both probe and management products. These hosts, like other networked equipment, may be subject to a wide variety of security threats from the Internet. Telestream products are designed for use, and must be used, only behind a properly configured border router and firewall within a secure network infrastructure.\*

The failure to take appropriate IT security precautions, and/or the use of Telestream products outside a secure IT environment, may result in unauthorized access to customer data and systems, and loss of functionality, warranty coverage, and support service coverage. Telestream is not responsible for network vulnerabilities due to such failures nor their resulting consequences.

#### *Uninterrupted and Error-Free Operations*

Telestream does not warrant uninterrupted or error-free operations of any hardware, operating system, software, or software media.

*\* For more information regarding network security precautions, see generally "Guidelines on Securing Public Web Servers," Special Publication 800-44, Version 2, National Institute of Standards and Technology (NIST), <http://csrc.nist.gov/publications/nistpubs/800-44ver2/SP800-44v2.pdf>, including Section 8, "Implementing a Secure Network Infrastructure."*

## Support and Maintenance

The Limited Warranty is distinct from product support such as, but not limited to, technical support, updated product documentation, maintenance, upgrades, and/or other modifications. Product support and maintenance may be purchased separately, and if applicable, is governed by the service levels indicated in "Service Level Terms". Purchases of upgrades are similarly subject to the terms of this document, unless otherwise indicated by Telestream. Telestream has no obligation to provide customers with any product support under the Telestream Limited Warranty.

## Exclusions from Coverage

In no event will Telestream have any obligation to make repairs, replacements or corrections required, in whole or in part, as the result of (i) unusual physical stress, accident, disaster or event of force majeure, (ii) misuse, fault or negligence of or by a product user, (iii) use of the products in a manner for which they were not designed or in any manner other than that set forth in this document and the product documentation delivered with the products, (iv) causes external to the products such as, but not limited to, power failure or electrical power surges, (v) improper handling or storage of the products, or (vi) modification, alteration or use of the products in combination with equipment or software not supplied by Telestream. Telestream may use new or equivalent to new parts in the repair or replacement of hardware products.

## Procedures and Exclusive Remedies for Warranty Claims

### **Appliances**

To make a warranty claim during the Warranty Period for defective or non-conforming Appliances, Customers must first notify Telestream of the claim and provide a written description, in detail, of the claimed defect or non-conformity.

If Telestream determines that the Appliance is not conforming to standard performance standards and needs service, it will provide further instructions to the customer to have the problem resolved. All Appliances shipped to Telestream or a Telestream approved service center for inspection and/or repair must be shipped in their original factory packaging.

Telestream is not responsible for any damage caused to products not shipped in original equipment packaging.

### **Non-Appliance Hardware**

To make a warranty claim during the Warranty Period for defective or non-conforming hardware other than Appliances, Customers must first notify Telestream of the claim and provide a written description, in detail, of the claimed defect or non-conformity. If Telestream approves a return of the product, it will issue the Customer a Return Material Authorization ("RMA") and Customer must then ship the allegedly defective or non-conforming product, freight prepaid, to Telestream with the RMA. All hardware products shipped to Telestream for inspection and/or repair must be shipped in their original factory packaging. Telestream is not responsible for any damage caused to products not shipped in original equipment packaging.

All returned hardware is subject to inspection and testing by Telestream. Remedies under Telestream's Limited Warranty will not be provided for any returned hardware which, in Telestream's reasonable judgment, is not defective or non-conforming.

Customer's sole remedy for hardware timely returned to Telestream and found upon inspection by Telestream's quality control personnel to be defective or non-conforming, will, at Telestream's option, be either repaired or replaced at no charge. Telestream may use new or equivalent to new parts in the repair or replacement of hardware. Repaired or replacement units will be returned to Customer by 2nd day air delivery, paid by Telestream. Customer is responsible for payment of all customs, duties, taxes, VAT and other import charges.

## Definition of Terms

**"Appliance"** means a piece of equipment acting as a server with hardware and software preconfigured by the manufacturer to perform specific functions.

**"Normal Business Hours"** means those hours of operation as outlined in this document as support coverage.

**"Problem"** means a deviation from the published specifications of the software. Problems are mutually classified according to their applicable Severity Level by Telestream and Customer.

**"Product Update"** means, with respect to software and/ or product firmware, an improvement, enhancement or other modification that (i) provides bug fixes or adds minor improvements or enhancements to existing functionalities; and/ or (ii) is denoted by a higher number in the third or greater decimal position of a given release version (e.g., version 4.2.1 would be an Update to version 4.2.0).

**"Product Upgrade"** means, with respect to software, an improvement, enhancement or other modification that is not a new product, module or option with new functionality that:

- (i) adds significant improvements or enhancements to existing functionalities; and/or
- (ii) is denoted by a higher number in the second decimal position of a given release version (e.g., version 4.2.x would be an Upgrade to version 4.1.y).

**"Response Time"** means the interval from the moment when a request by a customer (a "Customer Request") has been logged with Telestream, either by live telephone contact with a Technical support representative or through use of Telestream's web submission form, until a member of the Telestream technical support team has contacted Customer regarding such Request ("Telestream Response").

**"Restore Time"** means the interval from Telestream's Response until the restoration of services by Telestream.

## Available Professional Services

Telestream also offers a broad portfolio of professional services, which are not included as part of Telestream's Basic Product Support and Maintenance subscription, including:

- Remote and/or On Site installation and/or configuration of Telestream products into the customer environment
- Consultation of video network management and best practices adoption
- Analysis, Evaluation, and Reporting on overall network performance best practices
- Training on installation, configuration, and optimization of network management, using Telestream
- Advanced Replacement of equipment during equipment outage periods

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