



FastReport Cloud Support Guide

General information

This document describes the processes that ensure the FastReport Cloud software lifecycle, including troubleshooting during software operation, software improvement, and information about the staff required to provide such support.

Terms and abbreviations

TERM	DEFINITION
Program	Program solution for creating and managing FastReport Cloud reports and documents
Developer	Fast Reports Inc.
User	An individual or legal entity using the Program under a license agreement with the Developer
Website	https://fast-report.com

Maintaining the life cycle of the Program

The life cycle of the Program includes the following stages:

- Design and development of the Program by the Developer;
- Testing and debugging of the Program by the Developer;
- Installation, use, and updating of the Program by the User under the license agreement with the Developer;
- Modernizing the Program by the Developer according to its plan of updates and improvements, as well as at the request of the User;
- Providing technical support to the User by the Developer regarding the installation, integration, and operation of the Program;
- Release by the Developer of updated builds of the modernized Program.

The Developer regulates the implementation of all stages of the Program life cycle, except for the installation, integration, and use of the Program by the User.

Troubleshooting problems identified during the operation of the Program

Problems identified during the operation of the Program can be eliminated in the following ways:

- Correction of the Program code by the Developer according to its plan of updates and improvements;
- Correction of the Program code at the request of the User;
- Changing the ways of using or integrating the Program into the User's solutions to bring the Program's operation in line with the conditions recommended by the Developer.

The User can form the following requests:

- Incident report with the attachment of information on failure conditions using graphical information, log files, information about the software environment, and version numbers of the used software, including the version and edition of the Program. The request must also contain information about the expected and actual behavior of the Program and any other information that will help the Developer diagnose and troubleshoot the Program;
- Request for revision of the Program to change its behavior to achieve the desired results in the User's solutions;
- Request for information about Program functions and features.

The User can send Requests via email to support@fast-report.com, through the contact form at <https://fast-report.com/en/support/>, or by calling 800-985-8986.

The Developer accepts and records all User requests. Each request receives a unique number that allows tracking the history of conversations between the User and the Developer in the future.

The Developer informs the User about the changes made to the Program code or the addition of a modernization task to the development plan.

The Developer reserves the right to request additional information from the User that may be useful for improving the Program's performance.

If the User fails to provide or inadequately provides information required by the Developer, the latter may suspend the implementation of required changes into the Program code.

Program improvement

The Program is continuously improved and modernized, regular builds are released, and informational materials are published on the Program website. Users are informed about changes in the Program.

The User can make suggestions for changing or improving the Program by submitting a request to the Developer.

The User can send his/her requests via email to support@fast-report.com or through the contact form on <https://fast-report.com/en/support/>.

The Developer accepts and records all User requests. Each request receives a unique number that allows tracking the history of conversations between the User and the Developer in the future.

The Developer informs the User about the changes made to the Program code or the addition of a modernization task to the development plan.

The Developer reserves the right to request additional information from the User that may be useful for improving the Program's performance.

If the User fails to provide or inadequately provides information required by the Developer, the latter may suspend the implementation of required changes into the Program code.

Technical support of the Program

Technical support of the Program is ensured by forming requests to the Developer.

The User can send his/her requests via email to support@fast-report.com, through the contact form at <https://fast-report.com/en/support/>, or by calling 800-985-8986.

The Developer accepts and records all User requests. Each request receives a unique number that allows tracking the history of conversations between the User and the Developer in the future.

User technical support includes:

- Help with the Program installation;
- Help with the integration of the Program into the User's existing solutions;
- Help with Program troubleshooting;
- Consultations on the Program operation;
- Collection of information about the malfunction of the Program for the further release of the Program modernization according to the improvement plan;
- Informing the User about the Program updates.

Information about the staff required to provide support

The staff who will support the Program on the part of the User must have the skills sufficient for installing the program, updating, and integrating the program into the existing solutions of the User.

Program Users must have the skills to work with a personal computer.

To install the Program, please read the Installation Guide.

To work with the Program, please read the User's Guide.

To integrate the Program into the User's solutions, please read the programmer's manual. The level of staff qualification in this case depends on the tools, programming languages, and frameworks used by the User.

In case of any questions, the staff should contact the Developer for technical support.