

# Software upgrades, maintenance and support



## Benefits at a glance

- Peace of mind, support at your fingertips
- Future proofing investment, access to upgrades and new releases at no additional cost
- Dedicated support website with access to how-to guides, FAQ's and software downloads

ASCE customers who purchase a software upgrade, maintenance and support services agreement can request assistance through an online form on our dedicated support website or via email. Both services are monitored during business hours.

During the term of the agreement customers will receive the latest software upgrades\* free of charge. Also included is 24x7 access to our support website containing how-to guides, tutorials and answers to the most commonly asked questions.

### Why opt for software upgrades, maintenance and support?

- **Spend less time managing issues.** Get more value from your ASCE Investment. If your team depends on ASCE, having a guaranteed direct line of contact to a committed support team offers fantastic peace of mind.
- **Priority customer support.** Using our online contact form or dedicated email address, a customer can raise a support question on any aspect of ASCE.
- **A faster response time.** We know that not being able to get assistance with your problem risks delaying your project. Therefore we aim to provide a response as soon as possible and in any case within 2 working days.

\*Upgrading to one or more of ASCE's commercial add-ons or changes in licensing is not covered under the agreement and may incur additional charges.

- **Future proofing your ASCE investment.** Take advantage of new features, ever-improving usability, software enhancements and innovations in line with best practice. Purchasing an agreement ensures you continue to receive all the latest software upgrades at no additional cost.
- **A dedicated support website.** Our ASCE support website gives access to
  - Software downloads - latest versions of ASCE including upgrades and new releases
  - Resources - how-to guides, answers to technical FAQ's and video tutorials
  - The ability to contact the support team
- **Predictive cash flow.** Having one annual fee eliminates any unexpected expenditure. There are no further software costs to budget for.

“Appreciate the excellent feedback and very prompt update”

Supplier of automotive subsystems

“Seriously impressed with this level of support - thank you to you and your team”

UK Defence Industry

### Contact Us

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## Online resources



### Wiki

The wiki guides describe features of ASCE, licensing and trouble shooting information. This is in addition to the Help Contents within ASCE, and does not duplicate descriptions.

[Take me there](#)



### Video tutorials

The video tutorials provide a visual demonstration of how to use some of our new or more complex features.

[Take me there](#)



### FAQ

The FAQ answers frequently asked questions about ASCE. Questions are added periodically.

[Take me there](#)

The ASCE support website is a dedicated resource and download centre for ASCE 5 users. The site hosts a range of wiki (how-to) guides to highlight new and existing ASCE features, as well as video tutorials, and an FAQ area to address commonly asked questions. The website also contains a news and updates panel and a download area for the latest version of ASCE software. ASCE users can request technical assistance directly from the website using an online form.

Access to the website is protected by user login and is only available to customers with a valid software upgrade, maintenance and support agreement.

Wiki guides contain topics relating to the use of ASCE, its plugins and schemas, licensing, and troubleshooting. Wiki guides, arranged by categories, are available from the homepage providing visitors with easy access to common help topics. Site wide dynamic search capabilities assist with the location of the wiki guides.

Video tutorials are used to introduce new features or features with changed functionality. Their visual content quickly conveys the subtleties of operation offering an alternative to text-based descriptions. Video tutorials are added in response to new or enhanced features in ASCE.

The FAQ is a dedicated inventory of frequently asked questions about ASCE. These questions are sourced from common support requests and are regularly updated. The FAQ targets areas that do not require lengthy explanations and are quickly resolved within a few sentences.

News and updates are provided in a non-intrusive way through an animated panel located on the homepage. Examples include resolved issues, the latest version of ASCE, new content, and upcoming training days.

Accessing the resources on the website is the quickest way to resolve the most common issues. For issues that cannot be resolved in this way a support ticket can be raised. Users can complete and submit a support ticket directly on the website.

<b>Wiki guides</b>
ASCE setup
System requirements
Activate a node-locked licence
Enable an offline network floating licence
Enable the use of a cloud floating licence
Software upgrade, maintenance and support agreement
Installation guide
ASCE Licences
Licence models & types
Deactivating & uninstalling
Refresh a licence
Viewer licence
Main Application
How to use ASCE
Supplied plugins
Supplied schemas
Troubleshooting
Compatibility
Dealing with errors
Updating plugins & links
Custom HTML & CSS
Obsolete features