

# Who Ya Gonna Call?

By Janet Smith

**B**ASIS International now offers many new and exciting products – Barista®, AddonSoftware™, and the BBx® family of products including BBj®. With so many new products and avenues of obtaining technical support – domestic, international, newsgroups – it can be confusing, to say the least. Here are some questions and guidelines for obtaining the most accurate and efficient response for the product in your location.



## Ask yourself, "Where did I purchase the product?"

BASIS mainly supplies products and services through an international network channel of Distributors and Resellers. BASIS also supplies self-programming end-user corporations with product and services.

Application users should always contact their application developer first, be it an in-house development team or an authorized BASIS reseller. Most of the developers provide product support and are most familiar with the specifics of their application and configuration, far more so than the BASIS support team. Should you no longer have a relationship with your application provider, contact BASIS Sales for a list of authorized resellers in your geographic or vertical market area. International users should contact the international [Distributor](#) or [Reseller](#) in their region.

For Distributors, Resellers, and self-programming end user corporations who have purchased product directly from BASIS, use the following decision tree:

## Ask yourself, "What product am I using?"

- **BBx-family product** (BBj, Visual PRO/5, PRO/5) –
  - o Place a **phone** call to +1.505.345.5021, or
  - o Send a message by **e-mail** to [support@basis.com](mailto:support@basis.com) For support in Spanish, send an e-mail to [soporte@basis.com](mailto:soporte@basis.com), or
  - o Submit an **online** BASIS e-Support Request Form at [www.basis.com/support/support.html](http://www.basis.com/support/support.html)
- **Barista** – support is available via the [Barista-List@basis.com](mailto:Barista-List@basis.com) newsgroup at [www.basis.com/support/discussionforums.html](http://www.basis.com/support/discussionforums.html)
- **AddonSoftware** – support is available via the [AddonSoftware@basis.com](mailto:AddonSoftware@basis.com) newsgroup. To join this newsgroup, refer to the Existing Partners page at [www.addonsoftware.com](http://www.addonsoftware.com)
- **Evaluation license** – support is available by submitting an online BASIS e-Support Request for Evaluation and Emergency Licenses at [www.basis.com/support/evalsupport.html](http://www.basis.com/support/evalsupport.html)
- **BBj development build** – support is available via the [bbj-developer](mailto:bbj-developer) newsgroup at [www.basis.com/support/discussionforums.html](http://www.basis.com/support/discussionforums.html)

## Ask yourself, "What information is required or most helpful to BASIS when assisting me?"


BASIS Support Analysts require the following information to open an incident report:

- Product serial number(s)
- Name of the product
- Revision level
- Method of contacting you, including your name, your company, and a telephone or fax number or return e-mail address
- Detailed description of the problem, including any error messages and TCB(10) values. If possible, isolate the code block or function in which the error is occurring and provide us the values of any variables referenced in it.

In addition, the following information will also help the Support Analysts provide the best possible support and most accurate answers:

- What is the operating system and revision level?
- What version JRE are you using with BBj?
- Is the error reproducible or sporadic?
- Is the error isolated to a specific machine or user?
- Is the problem concerning a new installation or an existing system?
- Do you think the problem may be network related? If so, provide details about your network.

## Summary

So, remember that your best port of call is always your application provider, be it an in-company MIS department or reseller organization. If you are a reseller organization that acquired BASIS product through a Distributor, then contact your Distributor for support who will involve BASIS support as they deem it necessary. For all those channel members who purchased their product from BASIS, we stand ready to provide the appropriate product support for your needs – we are waiting for your call or e-mail! 



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