



CONSULTING SERVICES PREPAID PACKAGES

CDI offers supplemental service packages to augment the basic Laserfiche Annual Software Assurance Plan (LSAP) maintenance agreement as a service premium to its customers. Benefits include reduced professional services rate, priority support with guaranteed response times, and up to 15-minutes of free online/phone assistance with CDI support.

CONSULTING SERVICES PREPAID PACKAGES	HANDS & EYES SERVICES	PRIORITY SUPPORT HOTLINE	CONSULTING SERVICES HOURS	TRAVEL TIME
	up to 15-minutes of free online/phone assistance with CDI support	includes priority support with guaranteed response times	number of hours included at discounted hourly rate	TRAVEL TIME <ul style="list-style-type: none"> • CDI technician on-site travel time is billed a 1/2 of normal hourly rate during travel time plus... <ul style="list-style-type: none"> - \$.585 per mile (vehicle) - total cost of airfare (flight) - \$250 per day per diem
DIAMOND \$28,800 (\$175/hr)	✓	✓	160 hours*	OFF-HOURS CONSULTING & SUPPORT <ul style="list-style-type: none"> • consulting services prepaid packages can be used for off-hours support and consulting services at an adjusted conversion rate • must be scheduled two weeks in advance
PLATINUM \$14,400 (\$180/hr)	✓	✓	80 hours*	
GOLD \$7,400 (\$185/hr)	✓	✓	40 hours*	DEVELOPMENT HOURS <ul style="list-style-type: none"> • consulting services prepaid packages can be used for development services hours at an adjusted conversion rate
SILVER \$3,800 (\$190/hr)	✓		20 hours*	
BRONZE \$1,950 (\$195/hr)	✓		10 hours*	

*Advanced service packages expire 1-year from date of purchase | Additional hours may be purchased at a discounted rate within the service year

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SOFTWARE ASSURANCE PLAN (LSAP)

The initial purchase of a Laserfiche software system also requires purchasing LSAP for each component. LSAP is a software assurance program initiated by Laserfiche to ensure that clients can receive regular product updates and basic software support through their value-added reseller. CDI has developed this policy regarding services that are included with the purchase of LSAP to serve all clients with the utmost accuracy and efficiency.

Weekend support is available to all clients at an extra charge with a minimum of two hours billed per incident or case.

SOFTWARE ASSURANCE PLANS INCLUDE:

- ✓ Unlimited phone & remote technical support
- ✓ Laserfiche system audit/report review
- ✓ Product updates (version updates)
- ✓ Laserfiche development patches/hot fixes
- ✓ System architecture guidance
- ✓ CDI client portal, knowledgebase & ticketing
- ✓ Laserfiche support site
- ✓ User groups
- ✓ Monthly training webinars
- ✓ CDI express training guides
- ✓ Newsletters w/support & software tips

PROFESSIONAL SERVICES AVAILABLE (NOT INCLUDED WITH LSAP):

- ✓ Training
- ✓ On-site support (packaged hours)
- ✓ Custom integrations
- ✓ Document conversion
- ✓ Product consulting & configuration
- ✓ Workflow, Forms, & System Design
- ✓ Software development services

Laserfiche backup does not have to be a difficult task. With this instruction, you should be comfortable with the process of backing up your document management system. There are two critical pieces to the Laserfiche puzzle that are needed to be fully functional. The first being the Laserfiche database, and the second being the Laserfiche volumes.

TWO-PART BACKUP PROCESS

PART 1: LASERFICHE DATABASE



Contains folder structure, document names, sticky notes, stamps, redactions and index information.

PART 2: LASERFICHE VOLUME SET



Contains all of the images and electronic documents that are stored within a repository.

PART 1: LASERFICHE DATABASE

The Laserfiche database contains your folder structure, document names, sticky notes, stamps, redactions, and index information. Laserfiche uses MS-SQL or Oracle for database storage. MS-SQL comes in two types: SQL Express and Full SQL. The Oracle version of Laserfiche is only available with the complete edition of the Oracle database software. Different methods can ensure that your database is being backed up appropriately depending on the database type and version. The vast majority of Laserfiche users will use MS-SQL, so that this documentation will focus on MS-SQL. It is recommended that you use a backup program that has the SQL agent plug-in; this will allow you to connect directly to SQL to backup your database along with the rest of your files. The SQL Server is in a "live state" while it's being used. Without an SQL agent, the database cannot be touched by backup software. If you cannot access the SQL agent, there is another, slightly more complicated method for backing up your database available at no additional cost. The full version of MS SQL 2005, 2008, 2012, and 2014 is packaged with SQL Management Studio. If you have one of these versions, the management tools and maintenance plans are included. These tools allow the database to be 'dumped' to a .bak file that can then be backed up in any fashion including copy/paste to another location - or using any standard backup protocol.

These database dumps are essential: the SQL Server runs as a service that always has a connection to the database file. If the database file is in use (which it will be if not detached), the backup program will not correctly back up the database file, regardless of any "file-in-use" settings your backup program may include. The database backup methods mentioned creating a file that is no longer used by the SQL service to be properly backed up or moved to another location just like any other standard file can be.

If you happen to have the SQL Express version of SQL, you will be limited and will not have access to the tools included in the full version of SQL. In that case, you must use 3rd party scripts to create the database backup.

If you use SQL Express, Laserfiche has provided the instructions to create the appropriate script and samples to create the database dumps correctly. If you have version 9.2.x, you can search your Administration Console's help file for the term 'backup' to find these exact instructions. An additional example of this procedure is located here: <http://www.mssqltips.com/sqlservertip/1486/automate-sqlserver-express-backups-and-deletion-of-older-backup-files/>. CDI has also put together a package and instructions for employing a script to backup an SQL Express instance. These can be found at [FTP:// ftp.citiesdigital.com/dl/cd/Backup automation scripting for SQL express.zip](ftp://ftp.citiesdigital.com/dl/cd/Backup%20automation%20scripting%20for%20SQL%20express.zip). Please note that backing up SQL is outside the scope of Laserfiche support and is a customer responsibility.

PART 2: LASERFICHE VOLUME

The Laserfiche volumes contain all of the images and electronic documents that are stored within the repository. Like the database, this is an essential part of what you need to operate on a day-to-day basis. Without something to look at, Laserfiche wouldn't be beneficial. The Laserfiche volumes are typically stored on your Laserfiche server, but they could also be located anywhere on your network. The easiest way to tell where your Laserfiche volumes are located would be to open your Laserfiche administration console and browse the volumes section. This section has a path column that displays exactly where your volumes are located. Most systems have more than one volume, and each volume is just as important as the next. When you are backing up your volumes, make sure you select each location listed so that some of your images don't turn up missing. If you've verified that each of the two pieces is backed up, you should feel confident that you are ready to perform a backup. As always, it is always a good idea to test recovery in case of a disaster. The best way to do this is to delete a sample document and attempt to restore it. Verify that the images and metadata reappear in the repository.

If you have more questions about backup, or would like a second opinion on your configuration please call the CDI tech support line at 855-714-2800 x2.