

Extended Support

Make your IT team shine with world-class support.

DATA SHEET

THE PROGRESS COMMUNITY & ONLINE KNOWLEDGE BASE

The Progress community links to the Progress Knowledge Base for self-help and additional support and community resources such as:

- ✓ **Support**
Create and manage your support cases
- ✓ **Products**
Manage your licenses and renewals and download products
- ✓ **Questions**
Ask questions within the community and share your knowledge with others
- ✓ **Ideas**
Create, vote, and comment on ideas to improve our products
- ✓ **Library**
Download and share scripts to improve WhatsUp Gold productivity
- ✓ **Training**
Access training resources including online training

Extended Support

We realize that Progress WhatsUp® Gold is critical to your organization and that any downtime can have a severe impact on your IT Operations. The Extended Support offering will provide you with peace of mind.

After Hours Support Availability

You must purchase an Extended Support agreement to be eligible to receive technical support outside regular business hours.

With Progress WhatsUp Gold Extended Support, you gain 24/7 access to our technical support experts to assist with Severity 1 issues. See the [Support Service Level Objectives for On Premise](#) for more details on severity definitions.

Severity 1 Definition

A severe problem that prevents an existing production system from operating where no workarounds can be implemented. Issues of this type are:

- A hang, crash, or uncontrolled termination of the system
- Corruption or loss of data
- A failure of the system or critical product component to start or connect




To get support, renew your service agreement, register for training, or hire a technical consultant, **visit the [Progress Community](#).**

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