



Q-SYS Matters



Winter 2010-2011

Features

NEW SUPPORT

How to report any issues for a speedy response

LATEST SERVERS

Learn how we're now supporting Windows Server 2008

Q-SYS LICENSING

How it works



Christmas & New Year Support

We'll be open as usual until 3:30 pm on Christmas Eve. After this time then just email us using one of the methods outlined opposite, making sure you give us a contact phone number, mobile if necessary.

We'll contact you to help resolve your issue as soon as possible.

Clyde Computing Ltd

The Software Workshop
20 Clyde Road
Wallington
Surrey
SM6 8PZ

Phone: +44 (0)208 647 0666
Fax: +44 (0)208 254 7754

info@clydecomputing.co.uk
www.clydecomputing.co.uk

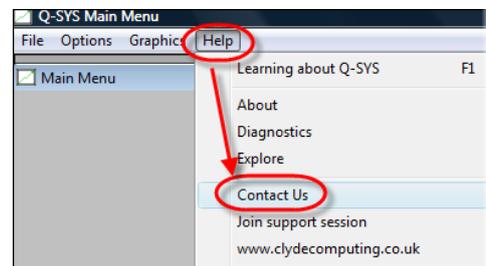
NEW SUPPORT ARRANGEMENTS

From 4th January we'll be operating support in a different way. From this date, please email your initial support request to us, and we will call you back (or email you or connect remotely using WebEx, as appropriate).

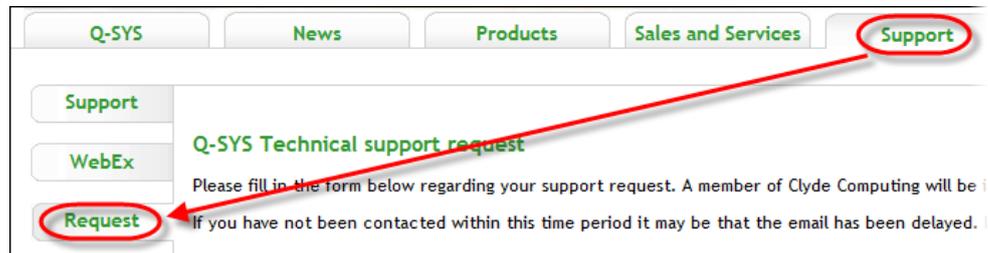
This means that we can route support calls appropriately and efficiently. On some occasions it may also mean that you can obtain support outside of office hours, although we are not guaranteeing this service except to customers who are paying a premium for it—contact us for more details.

You can email requests in one of four ways.

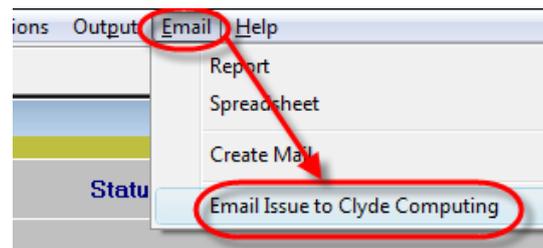
First, you can click on the *Help* menu option on any Q-SYS screen:



Alternatively you can click the *Support* tab on our website www.clydecomputing.co.uk and submit your request on line (no email access is required).



If you have a recent version of Q-SYS, you can log details in the *Issue Log*, and then click the Email menu option to send it.



Finally, you can just email us at support@clydecomputing.co.uk

We think you'll be happy with the new service, which will get you even more efficient response.





Q-SYS Matters



Winter 2010-2011

Did you know?

We're working on a web-based interface for LIMS, allowing you to use the system from a suitable web browser on any PC

We now have a new email address for accounts queries. Just contact accounts@clydecomputing.co.uk

Every Q-SYS module contains a great selection of reports and exports to do almost everything you might want to do. Often these can be used "as-is" or can be simply and cheaply modified to do exactly what you want. Look for files starting with "1"



Clyde Computing Ltd

The Software Workshop
20 Clyde Road
Wallington
Surrey
SM6 8PZ

Phone: +44 (0)208 647 0666
Fax: +44 (0)208 254 7754

info@clydecomputing.co.uk
www.clydecomputing.co.uk

LATEST WINDOWS SERVERS

We've recently been upgrading and replacing our systems and part of this has been the replacement of our main server and domain controller with new hardware and software. We've successfully completed this migration over the past weeks and this has also given us valuable experience in using Windows Server 2008, the latest 64 bit operating system from Microsoft.



All our Equinox 5 based systems are now running successfully under the latest operating system, so we're fully confident how to install and configure Q-SYS on new servers that you install.

If you're running an older version of the database (2.x or 3.x) you'll be aware of this since we will have repeatedly written to you saying it's time to upgrade!

UNDERSTANDING Q-SYS LICENSING

Many of our customers have been running their operations using Q-SYS for many years and have probably lost track of the way that the software is provided and licensed.

When you install a Q-SYS system you are buying a licence to continue using the software subject only to the renewal and payment of your software maintenance fees. Usually these are paid annually or half-yearly, a few customers have older agreements and pay quarterly (which we no longer offer because of administrative hassles). Fees are paid in advance.

You have no other obligations, other than to give us three months notice in writing if you want to end the contract.

We on our part have a number of important obligations, and these represent considerable benefits to your organisation:

- Termination - we can't do it unless you are in default by not paying. You can do it with three months notice.
- Copyright indemnity - is our responsibility
- Insurance - we must maintain it
- Source coding - available at no charge if we were to cease trading, allowing you to continue to use the software for your own purposes
- Fees won't increase more than the rate of inflation

If you do terminate your licence, (or fail to pay us and so allow us to terminate the contract), you can't continue to use the software any more. If your operation is closing down, you may ask us to archive your data in another form such as a series of Excel spreadsheets, and we will quote you for this or any other work.

