IOL INTACT® SOFTWARE SERVICES

SUMMARY

IOL INTACT® custom protocol software is flexible, easy to implement, and will accelerate all of your in-house testing. The UNH-IOL, as a university laboratory, does not offer conventional support services. However, the services below are provided by UNH-IOL staff on an as-available basis in order to meet the needs of IOL INTACT® users.

SERVICES AVAILABLE

INSTALLATION AND SET-UP GUIDANCE

The UNH-IOL technical staff will guide you through the initial install and setup process to ensure the software is functioning correctly. We will work with you to ensure your testing environment is correct and assist with planning out the right topology to meet your internal testing needs.

ONGOING UPDATES

Updates to the IOL INTACT® software and related packages that incorporate bug fixes, enhancements, and/or new functionality.

NEW FEATURES AND TESTS

Champion the development of new testing tools, test specifications, and test scripts allowing a detailed conformance examination of existing and new technologies.

ASSISTANCE WITH DEVICE AUTOMATION

Device automation can greatly decrease testing time and allow the ability to add IOL INTACT® into your continuous integration infrastructure. We will work with you to automate your device and walk you through the automation procedure for an efficient testing process.

RESULT ANALYSIS AND RFC STANDARDS REVIEW

With over 20 years of industry experience with IPv6 and protocol testing we will help resolve common issues and pinpoint the reason behind any failures. Our services include analysis of testing captures and results.

ONLINE PORTAL

The UNH-IOL maintains an Online Portal for users of the IOL INTACT® software. Through this portal, users may file electronic Requests. Requests are viewable by UNH-IOL personnel and, at the option of the user, others from their organization who have been specifically authorized. An initial user account is created for the technical contact given during the purchase process and the initial user may request to grant access to additional users.

IOL INTACT® software services guidelines are described below. These apply to all Licensed Users of the IOL INTACT® software.

1. Response time to acknowledge receipt of any new Request filed, or Customer Responses to existing requests will be within 5 business days (M-F 9 am - 5 pm ET), excluding weekends, holidays, and other closings. UNH-IOL will make every effort to announce expected closings in advance via an announcement on the Online Portal.

2. The UNH-IOL will continue to provide updates at regular intervals while the Request remains Unresolved, at the rate of not less than 1 update per 5 business days.

3. Any Request that has not been responded to by the Customer in the 5 business days following any response from UNH-IOL will be considered Resolved, and subsequently closed, unless otherwise indicated by the UNH-IOL.

4. The UNH-IOL will make every effort to address deficiencies in the IOL INTACT® software and test packages that affect the operation of the software. This development and any updates provided are done on a best effort basis. No guarantees or expectations of timeliness of updates are given.

5. The UNH-IOL may not be able to provide a resolution for some Requests, including but not limited to those that are identified to be related to user environment, network connectivity, or software not developed by the UNH-IOL.