JAMF SOFTWARE
CODE LEVEL
SUPPORT

Code Level Support incidents provide access to a JAMF Software engineer with subject matter expertise in developing applications that interface with the JSS API. Our engineers will help you troubleshoot your code, offer sample code, provide technical resources, or provide workarounds that will assist in the development process.

JSS
API

What is a Code Level Support incident?

- A Code Level Support incident is a single reproducible issue, or assistance with implementation of a single code level function of an application interface to the JSS API

- If an incident can be broken down into subordinate issues, each issue will be handled as a separate incident

- A reproducible incident is any problem that can be re-created on JAMF Software systems

- JAMF Software may require access to portions of software code throughout the course of an incident to successfully reproduce an issue

- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at JAMF Software

- Any issue that is determined to be caused by a software bug in JAMF Software's product code will not be considered an incident

When is an incident resolved?

Once JAMF Software has identified an incident, it will be considered resolved if any of the following statements are true:

- Information regarding a reasonable solution has been provided

- Information regarding a reasonable workaround has been provided

- Information that the issue is resolved by upgrading to a newer version of the product in question has been provided

- Information that isolates the issue to a third-party product has been provided

How do I purchase a Code Level Support incident?

Code Level Support incidents can be purchased by contacting your JAMF Software Account Manager

How do I submit a Code Level Support incident?

Code Level Support incidents are submitted by email to support@jamfsoftware.com. You will receive an acknowledgement by the next business day that will include a case ID along with any further questions that our engineers might have for you. A JAMF Software engineer will be assigned to your case and will provide an initial response to your request within three (3) business days. To help accelerate your incident, please follow the guidelines below:

- Ensure your subject line is as descriptive as possible

- Submit only one Code Level Support incident per request

- In your email, include:
  - » Your name, email address, phone number, company name, and case ID
  - » A full description of the problem/question and any other considerations that might be helpful (specific hardware/software versions, environmental conditions, etc.)
  - » An attachment with a sample project or source code demonstrating the problem
  - » Any screenshots or step by step descriptions that might be helpful in reproducing the issue

CODE LEVEL SUPPORT SERVICES
Terms and Conditions

The following terms and conditions will apply to Code Level Support Services (the "Services"):

1. Inquiries and responses shall be made via email in accordance with instructions provided by JAMF Software.

2. Although JAMF Software will try to provide an initial response to a technical support inquiry within three business days, and will follow-up with additional responses as necessary, JAMF Software makes no guarantees with respect to response time or resolution of the issue.

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