



**Formpipe.**

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## Support Guidelines

Phone: +4543660210  
Email: support.Lasernet@Formpipe.com  
Open: Mon-Thurs 9.00 – 16.30  
Fri 9.00 – 16.00

When you contact the Lasernet support team for support on a Lاسernet solution ((general Lاسernet or for the Lاسernet for AX connector), we would highly appreciate if you had the information below ready for us in order for us to give you the best and most competent support on Lاسernet.

Please be ready to provide

- Definition of the problem in detail
- Operation system
- Operation system bit version
- Lاسernet version
- Lاسernet bit version
- User on the Lاسernet service
- Configuration folder / project folder (Please narrow it down so you only send the relevant modules)
- Input data, grab files
- Priority Level and impact of the problem (see below)
- Crash files

## Support Response Time



Category overview:

1. Mission Critical (Business critical, the solution or part of the solution is not functional)
2. Non-Critical (Lاسernet works partially)
3. General Support Questions (Help with Lاسernet functions or new forms)

We will do our very best to keep to these deadlines – or to do even better – but in peak periods with lots of support calls you may experience longer waiting time than listed above. We ask for your understanding and cooperation, and for you to keep the information mentioned above ready for us.