

In this document

About the MySQL Customer Support Center.....	2
About Telephone Support.....	3
About MySQL Enterprise Releases.....	5
About Supported Binaries.....	7
About Consultative Support.....	9
About Remote Troubleshooting Logins.....	11
About Support to OEMs, VARs, SIs, and Consultants.....	13
Other Common Support Questions.....	14
Definitions of Release Types.....	17
Definitions of Support Components.....	18
Definitions of Severity Levels.....	19
Other MySQL Enterprise Services Defined.....	20
About Technical Account Managers (MySQL Enterprise Platinum Level Only).....	24
MySQL Cluster: Special Conditions.....	26
MaxDB: Special Conditions.....	27
Additional Policy Documents Governing MySQL Support.....	29

MySQL Support Policies – 26th October 2006

About the MySQL Customer Support Center

What is the MySQL Customer Support Center?

The MySQL Customer Support Center (CSC) accessible at either <https://enterprise.mysql.com> or <https://support.mysql.com> is a Web application used by MySQL support engineers to manage and communicate with our customers on the incidents they file.

How does the CSC benefit customers?

The CSC lets you easily keep track of all your support related issues. It keeps all related messages, files, and other details grouped together on an issue-by-issue basis. It also provides individual preferences, customer statistics, issue prioritization, time tracking, and many other very practical features. The CSC has built-in features to help you receive timely replies from support engineers. It facilitates sharing your issue among different technical specialists.

Must I use the CSC when requesting support?

Yes. When you purchase MySQL Enterprise, you must provide us with the name of your Technical Contact Person(s). A separate CSC account is automatically created for each Technical Contact Person. If your contract includes telephone support, you may of course request support by phone without first opening a CSC issue.

How do I obtain a CSC account?

To log in for the first time, please use the "First Time Login?" link on the login page, enter your email address, click "Send New Password," and follow the instructions in the email you will receive. Your email address must be the same one provided on your support contract.

How many Technical Contacts am I allowed?

MySQL Support Policies – 26th October 2006

Each customer is allowed to have a maximum of four Technical Contacts at any given time, regardless of the number of servers covered. Email addresses must be for individual persons, not groups such as developer-team@mycompany.com .

How do I add or change the Technical Contact information?

Changes must be requested in writing. Your company's Administrative Contact with MySQL should email <mailto:support-feedback@mysql.com> with the change. We will reply with a confirmation email once done.

May I share my CSC account with others?

No, unless done temporarily due to your absence for vacation, illness, or similar reasons.

About Telephone Support

How does phone support work?

You place a call to our dispatch center, located in the United States. Operators will locate a support engineer to personally return your call within the response times applicable to your contract.

MySQL Enterprise Basic: Does it include any phone support?

No.

MySQL Enterprise Silver: How does phone support work?

You call our dispatch center. A support engineer will return your call within four business hours. Calls are received and returned between the following times:

- Customers in North & South America: 9:00 a.m. - 9:00 p.m. New York

MySQL Support Policies – 26th October 2006

time, Mon-Fri

- Customers based in Europe, Middle East and Africa: 7:00 a.m. - 7:00 p.m. London time, Mon-Fri
- Customers based in Asia and Australia: 7:00 a.m. - 7:00 p.m. Tokyo time, Mon-Fri

MySQL Enterprise Silver phone support is intended to give you the benefit of personal consultations, not 24x7 emergency troubleshooting.

MySQL Enterprise Gold: How does phone support work?

You call our dispatch center anytime. A support engineer will return your call within one hour 24x7 for an Emergency (Severity 1) issue or within two hours 24x7 for non-emergencies.

MySQL Enterprise Platinum: How does phone support work?

You call our dispatch center anytime. A support engineer will return your call within within 30 minutes 24x7 for an Emergency (Severity 1) issue or within one hour 24x7 for non-emergencies.

Should phone support be used for simple or routine issues?

You are free to call phone support anytime, however telephone support generally works best when reserved for serious or complicated issues. Simple or routine questions should be handled first in writing at [MySQL Customer Support Center](#).

Are there any other restrictions on telephone support?

No. We just ask for good manners and common courtesy. Call duration should normally not exceed 30 minutes each.

MySQL Support Policies – 26th October 2006

About MySQL Enterprise Releases

How are bugs addressed in the Community vs. Enterprise servers?

In general bugs are fixed first in the Enterprise Server code, and are afterwards released to MySQL customers in regularly scheduled Enterprise service packs. The same bug fixes are later applied to the Community server. However this is not done according to as much of a predictable schedule, and also occurs later than for Enterprise customers.

What is a MySQL Enterprise HotFix?

MySQL offers HotFix support to MySQL Enterprise customers who encounter a known or undiscovered MySQL Enterprise server bug which causes a major business interruption. No fix is currently available in an Enterprise service pack. In this situation MySQL will endeavor to create a HotFix patch for the customer's use.

What issues are eligible for a MySQL Enterprise HotFix?

HotFixes are emergency database server patches. The issue must be validated by MySQL Support as a Severity 1 case. The bug must not be addressed in a current MySQL Enterprise server service pack.

What happens if a HotFix bug has already been fixed?

If the fix currently exists in a yet-to-be published MySQL service pack, MySQL Support will create a new binary that contains the needed patch as part of the yet-unpublished service pack. The new binary may therefore include other bug fixes unrelated to the reported problem.

What happens if a Hotfix bug has not yet been fixed?

If the fix does not currently exist in any published or unpublished MySQL service pack, MySQL Support will validate the bug and assign it to a MySQL

MySQL Support Policies – 26th October 2006

developer for investigation. When a HotFix bug fix is returned by MySQL Development, MySQL Support will deliver to the customer a new MySQL server binary containing that HotFix.

What is an Enterprise Server Service Pack?

As part of the effort to continually improve MySQL AB software, security updates and bug fixes are created and regularly released for the MySQL Enterprise server in a batch format known as a "Service Pack."

Are Service Packs cumulative?

Yes. Service packs are cumulative. This means that each one contains all the fixes that were included with previous service packs, plus any new fixes. A customer does not have to install earlier service packs before they install the latest one.

Does a HotFix provide a complete binary?

Yes. A HotFix build is a complete and entire replacement of an existing MySQL binary (executable). It does not consist of patches only that the customer applies to an existing MySQL installation.

How does the Enterprise Server Service Pack Program Work?

MySQL Enterprise will have two service pack programs, the Early Adopter Program, and the Quarterly Service Pack Program.

What is the MySQL Enterprise Early Adopter Program?

The Early Adopter Program serves customers who desire to stay as up to date as possible with releases of the MySQL Enterprise server. Service Packs are issued once per month for current Enterprise versions. They are available for

MySQL Support Policies – 26th October 2006

download on the MySQL Enterprise web site.

What is the Quarterly Service Pack Program?

The Quarterly Service Pack Program program serves conservative customers who wish to stay current with fixes to the MySQL Enterprise server, but do not want to update their servers every month. This program provides cumulative, tested service packs that contain fixes to the MySQL Enterprise server, which are released every quarter.

What happens if I skip installing monthly or Quarterly Service Packs?

A Service Packs are cumulative. So if a customer wishes to update, for example, only twice per year, then they would simply take two service packs and apply them instead of four (assuming four quarterly service packs are released in a calendar year).

How does Emergency Bug Fix Escalation work?

This applies to a reproducible, verified bug that has been reported in the [MySQL Bugs Database](#). For a bug essential to you, we will escalate the priority given to fixing it in source code. Once fixed and tested, the next Enterprise Server Service Pack will include your fix. Because bugs vary so widely in scope and complexity, MySQL cannot promise to fix any escalated bug within a specific resolution time but only to prioritize it relative to other development work.

About Supported Binaries

Which platforms does MySQL Enterprise support?

See the MySQL [supported platforms list](#) .

MySQL Support Policies – 26th October 2006

Must I use MySQL Enterprise binaries to receive support?

Yes.

May I use MySQL Community edition binaries and receive support?

No.

Will you support MySQL Binaries built by third-party vendors?

No.

Must my MySQL Enterprise binaries be commercially licensed to receive support?

No. Any MySQL Enterprise binaries, regardless of the license, may receive support.

Does MySQL Enterprise support alpha, beta, and release-candidate (gamma) binaries?

Yes. Because these releases are under active development, there are inherent limitations surrounding them. As they are not production-ready, you should carefully determine their suitability to your circumstances.

Does MySQL Enterprise support debug binaries?

Yes. These binaries have been compiled with extra debug information, and are not intended for production use because the included debugging code may cause reduced performance.

Does MySQL Enterprise support cover MySQL Cluster?

MySQL Support Policies – 26th October 2006

See “Remote Troubleshootingfor details related to MySQL Cluster support.

Does MySQL Enterprise support cover MySQL's Embedded Server?

No.

About Consultative Support

Which MySQL Enterprise levels include Consultative Support?

Full Consultative Support is in MySQL Enterprise Platinum only. No Consultative Support is in MySQL Enterprise Silver or Basic. Partial Consultative Support is in MySQL Enterprise Gold.

Which features are covered in MySQL Enterprise Gold Consultative Support?

- Remote Troubleshooting
- Replication Review

Which features are covered in MySQL Enterprise Platinum Consultative Support?

- Remote Troubleshooting
- Replication Review
- Query Review
- Schema Review
- Performance Tuning
- Customer Code Reviews:
 - Client APIs
 - UDF & Server Extensions
 - Stored Procedures, Triggers, & Functions

How many Consultative Support requests am I allowed?

MySQL Support Policies – 26th October 2006

There are no per-incident limits on the number of Consultative Support issues you open.

How many hours of Consultative Support work may I utilize?

You are entitled to eight hours of personalized consultative work by our support engineers **per server per year**.

What is an example of how this cap on hours applies?

Assume that you purchased coverage for four servers under MySQL Enterprise. You would be entitled to 32 hours of consultative support during the course of the year, ie: 4 servers x 8 hours each.

Must my cap on hours be applied to each server individually?

No. Continuing the above example, assume that your four covered servers were named A, B, C, and D. You could devote all 32 hours to server A alone, or 20 hours to server A and 12 hours to server B, or any other split of hours you wish.

Does this hourly cap apply only to Consultative Support issues?

Yes. For non-Consultative support issues, there is no hourly cap of any type.

How does MySQL track Consultative Support hours usage?

Every time a MySQL Support Engineer works on a Consultative Support issue, he logs his time spent via the MySQL Customer Support Center.

What happens if I reach my hourly cap?

You are kept fully informed if your usage ever approaches your hourly cap. If

MySQL Support Policies – 26th October 2006

it is reached, you may raise your cap by purchasing MySQL Enterprise for additional servers.

What happens if I do not use all of my allowed hours?

Unused hours expire at the end of each contract year. They may not be rolled-forward or transferred.

Why does MySQL have this hourly cap?

The types of activities covered by MySQL Consultative support are manpower-intensive and highly individualized. They go well beyond routine advice and troubleshooting, but the amount of work involved per case varies unpredictably. An hourly cap is the only fair way to keep the cost of MySQL Enterprise correlated to the work invested on your behalf by MySQL's Support Engineers. The hourly cap also helps define the boundary between Support and Consulting engagements.

About Remote Troubleshooting Logins

What is Remote Troubleshooting?

See definition here: [Remote Troubleshooting](#)

What MySQL Enterprise levels include Remote Troubleshooting?

MySQL Enterprise Gold and Platinum.

Do any limits apply to Remote Troubleshooting requests?

There is no limit on the number of times you may request Remote Troubleshooting help. However the hourly caps which govern Consultative Support do apply.

MySQL Support Policies – 26th October 2006

Are all servers eligible for login support?

No. We provide login support only for those operating systems named on our [list of supported operating system platforms](#) . This list covers most, but not all, major operating system and hardware platforms in use today. In addition, in order to obtain remote login support, your servers must be readily accessible to our support engineers via remote Internet login at the operating system level.

What tools are needed for MySQL login support to UNIX system servers?

All UNIX system-based derivative operating system servers (including Mac OSX) can be readily accessible to our support engineers via the Internet if the "sshd" secure shell server is present. You can download an open source version of the "sshd" server at <http://www.openssh.org>. Although there are other utilities for remote Internet logins, we have standardized on secure shell as a commonly available and highly regarded utility; therefore, we require its use by all of our Unix system-based login customers.

Note that "ssh" and "sshd" are tightly related, but are not the same program. The "ssh" is the client that lets you create outbound connections from your machine, and the "sshd" is the server that listens on your machine for inbound "ssh" connections. The "sshd" server component is what must be running in order for our support engineers to login to your server. If you are in doubt about your servers, please contact us.

What platforms and tools are needed for MySQL login support to Windows servers?

For login support purposes, Windows systems fall into two groups, as determined by Microsoft licensing policies. MySQL AB can currently provide login assistance for the Windows NT 4.0 Server, Windows 2000 Server family, and Windows 2003 Server family. However, MySQL cannot provide login assistance for the Windows 9x, ME, NT, XP Workstation, 4.0 Workstation, and Windows 2000 Professional platforms.

MySQL Support Policies – 26th October 2006

To enable our support engineers to login to the Windows systems noted above via the Internet, you must have installed one of three login tools: Microsoft Remote Desktop server, Microsoft Terminal Services server, or Symantec pcAnywhere. If you are in doubt about your servers, please contact us.

Are there any special risks for login support?

There is always the possibility that security and control risks may arise when logging in over the Internet. These risks are beyond the control of MySQL, and therefore, MySQL cannot be held liable for them.

Should I have a fully restorable backup before MySQL Support engineers login to my servers?

It is highly recommended.

About Support to OEMs, VARs, SIs, and Consultants

Does support cover only my own servers?

Yes. MySQL Enterprise contracts are written to cover your company's own enterprise. This means contracts are intended to support the servers your company owns or controls, and not the servers of third parties. Any exceptions to this policy must be agreed to in writing by MySQL at the time your MySQL Enterprise contract is purchased.

On what basis does MySQL consider modifying this policy?

MySQL might consider modifications on a case-by-case basis. Please contact your MySQL sales representative.

I work on behalf of third-party customers. How do I obtain MySQL support for them?

MySQL Support Policies – 26th October 2006

Each customer must buy their own MySQL Enterprise contract. For each customer that requires MySQL support, you must buy a separate MySQL contract.

I work on behalf of third-party customers. Can I use my MySQL Enterprise contract to open issues on their behalf?

No. If your customers require MySQL support, they should buy their own MySQL Enterprise contract, and you should then open issues against that contract.

I am an OEM or VAR, and I distribute a MySQL product to my customers. Are they entitled to support direct from MySQL?

No. If your customers require support from MySQL, they must purchase their own MySQL Enterprise contract.

I am an OEM or VAR, and I distribute a MySQL product to my customers. Can I use my MySQL Enterprise contract to provide support to them?

Your MySQL Enterprise contract is for your internal use only, unless a written agreement provides otherwise. For example, an agreement could provide for you as the OEM to provide front line support to your users on routine issues, with MySQL providing back end support on more difficult issues.

Other Common Support Questions

What is an issue's expected Resolution Time?

Resolution Time is the time within which support engineers will endeavor to resolve your issue. There are no guarantees about Resolution Times. Typically, depending on the complexity of the incident, resolution may take a few hours to a few days and in some cases even longer. In some cases successful resolution or a work-around may not be possible.

MySQL Support Policies – 26th October 2006

What documents will I receive after ordering support?

You will receive a welcome email containing details of your order and instructions on how to get started. If you do not receive this shortly after ordering, write to <mailto:support-feedback@mysql.com> for assistance.

Does support cover non-MySQL software products?

No.

Are only MySQL software products covered by MySQL support?

Yes.

Although we try to take a broad and inclusive view of technical support, our support formally covers only authorized, unmodified versions of the MySQL or MaxDB servers, tools, and our own utilities.

We do not provide support for the underlying operating system, hardware, applications, or third-party products that access a MySQL or MaxDB server.

Further, MySQL is not required to provide support services regarding the following: (a) any software other than supported software; (b) any classroom training or on-site consulting; (c) design of any application; (d) patches or modifications to the source code of the supported software authored by anyone other than MySQL; (e) installation, configuration, or malfunctions of any part of the customer's computer or networking hardware equipment; or (f) installation, configuration, or malfunctions of any part of the customer's operating system, including without limitation kernels, libraries, patches, and drivers.

Must I be MySQL-certified to buy support via MySQL Enterprise?

No. Except for MySQL Partners, our customers are not required to have

MySQL Support Policies – 26th October 2006

passed any MySQL or MaxDB Certification exams in order to obtain technical support.

May I request to escalate an issue's priority?

Yes. You, as the customer, help MySQL determine the initial priority (or severity) of your issues. You may request to escalate or downgrade the priority of an issue via the [MySQL Customer Support Center](#) at any time.

Must customers provide MySQL with relevant information to receive help?

Yes. When submitting requests for support, the customer must provide to MySQL all data that is relevant for resolving each technical support request. Relevant data may include, but is not limited to, log files, database dumps, program scripts, descriptions of the hardware and software environment, examples of inputs, and expected and actual outputs.

Must customers maintain a restorable backup to receive help?

Yes. The customer acknowledges that it is the sole responsibility of the customer, at all times, including specifically during all service functions performed by MySQL, to protect and maintain an up-to-date and restorable backup of any and all database, files, utilities, software and other systems which MySQL may directly access or in connection with which MySQL may offer advice.

Is MySQL support provided according to industry norms of "good faith" effort?

Yes. MySQL will use its good faith, commercially reasonable efforts to attempt to diagnose any failure of the supported software used by the customer to conform to written specifications and to advise the customer of appropriate remedies.

MySQL Support Policies – 26th October 2006

Do MySQL Enterprise contracts automatically renew?

Yes. They renew annually on their term anniversary date until cancelled by the customer or MySQL. Contracts which lapse and are later renewed are subject to a payment to cover the gap in coverage.

Where should I send notices required under the MySQL Enterprise contract?

Please refer to your MySQL Enterprise agreement. Our standard MySQL Enterprise Subscription Agreement can be viewed at <http://www.mysql.com/company/legal>.

Does MySQL offer any single-incident support?

No.

Definitions of Release Types

Alpha Release

Alpha is for preview purposes only.

Beta release

Beta releases are appropriate for use with new development. Within beta releases, the features and compatibility should remain consistent. However beta releases may contain numerous and major unaddressed bugs.

Release Candidate (aka Gamma) release

Release Candidate binaries, also known as Gamma releases, are believed stable, having passed all of MySQL's internal testing, and with all known fatal runtime bugs fixed. However this release has not been in widespread use long enough to know for sure that all bugs have been identified.

MySQL Support Policies – 26th October 2006

Generally Available (aka Production) release

Generally Available (GA), also known as Production releases, are stable, having successfully passed through all earlier release stages and believed to be reliable, free of serious bugs, and suitable for use in production systems

Definitions of Support Components

CPU

A CPU is a single central processing unit within a computer. A "Per CPU" License covers a single CPU, which is in a Server Machine that is owned or controlled by the Customer, regardless of the number of Connections, Users, or Database Instances.

Server Machine

A Server Machine is a complete computing system, including one or more CPUs, Memory, Disk Storage, Operating System and Network Connections. A "Per Server" License covers a single Server Machine, which is owned or controlled by the Customer, regardless of the number of CPUs, Connections, Users, or Database Instances. A server machine may be used as a database server, replication master, replication slave, or cluster node.

Server Blade

A Server Blade is a complete computing system on a Single Circuit Board. A Server Blade will include one or more CPUs, Memory, Disk Storage, Operating System and Network Connections. A Server Blade is designed to be hot-pluggable into a space-saving rack. Each rack may contain many Server Blades. Each Server Blade is equivalent to a single Server Machine.

MySQL Support Policies – 26th October 2006

Technical Contact Person

An individual person authorized to open support issues with MySQL and communicate with the MySQL Support Team.

Administrative Contact Person

The customer's representative who designates Technical Contact Persons to MySQL Support, and who handles any administrative issues surrounding your MySQL Enterprise contract.

Incident

An Incident is a single, discrete technical problem which cannot be reasonably subdivided, and also which is not overly broad in scope. Each Incident typically involves a series of exchanges between the customer and MySQL Support Staff.

Telephone Access

The rights to phone the MySQL Dispatch Center and receive a return call direct from a MySQL support engineer.

Minimum / Maximum First Response Times

The minimum and maximum amount of time we endeavor to allow between when you open a new support issue and when you receive an initial response from a MySQL support engineer.

Definitions of Severity Levels

Severity Level Overview

MySQL support engineers will endeavor to respond to issues according to their severity, as determined by MySQL in consultation with the customer. MySQL recognizes four severity levels.

MySQL Support Policies – 26th October 2006

Severity 1 Issues

A Severity 1 problem represents a catastrophic problem in the customer's production systems. Examples include a complete loss of service, production systems that are crashed, or a production system that hangs indefinitely. No workaround exists. The customer cannot continue essential operations.

Severity 2 Issues

A Severity 2 problem represents a high-impact problem in the customer's production systems. Essential operations are seriously disrupted, but a workaround exists which allows for continued essential operations.

Severity 3 Issues

A Severity 3 problem represents a lower impact problem on a production system that involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. The customer can continue essential operations. Severity 3 problems also include all problems on non-production systems, such as test and development systems.

Severity 4 Issues

A Severity 4 problem represents a general usage question. It also includes recommendations for requests for new products or features, and requests for enhancements or modifications. There is no impact on the quality, performance, or functionality of the product in a production system.

Other MySQL Enterprise Services Defined

Custom MySQL Builds

This service includes the creation of binaries that we compile to your custom

MySQL Support Policies – 26th October 2006

specifications, as most suited for your hardware, operating system, or optimized performance needs.

Technical Alerts Advisor

The MySQL Network Technical Alerts Advisor notifies you in the event of bugs, updates, or security vulnerabilities whether they are related to MySQL or certain other elements in our customer's infrastructure that could impact MySQL.

Update Advisor

The MySQL Network Update Advisor notifies you of new versions that are most appropriate for your environment.

Knowledge Base

The MySQL Knowledge Base provides a self serviced web based comprehensive library of technical articles resolving difficult problems on popular database topics such as performance, replication, and migration. This is the primary entry point for support costumers to get quick help on their issues and questions.

Remote Troubleshooting

Sometimes you want a MySQL expert to log in to your servers and handle a task directly. MySQL Support Engineers can connect to your servers remotely and:

- Perform Installations and Upgrades
- Analyze and Alter Server Configuration
- Diagnose Performance or Stability Concerns
- Gather System and Server Statistics and Information

MySQL Support Policies – 26th October 2006

Replication Review

Whether you use replication as part of a scale out strategy or for providing redundancy for your database servers or simply for making backups, MySQL Support Engineers can review your proposed replication architecture or existing implementation and configuration and recommend or identify:

- Potential flaws in your configuration or architecture
- Possible performance enhancements for different use cases
- Strategies to make better use of your replication implementation
- Alternative implementations

Schema Review

If you need to verify some of your table designs or indexing strategies, MySQL Support Engineers can review portions of your schema and recommend or identify:

- Candidates for Improved Normalization
- Candidates for Improved Denormalization
- Optimal Indexing Strategy
- Optimal Column Types
- Optimal Storage Engine

Query Review

If you have a problem query that consumes too many resources or does not have the performance that you need, MySQL Support Engineers can review your query and recommend or identify:

- Improvements to Query Structure and Form
- Indexing Improvements
- Alternative Queries
- Options to Make Better Use of MySQL Internals
- Options to Make Better Use of MySQL-Specific Features

MySQL Support Policies – 26th October 2006

Performance Tuning

If you would like expert advice on platform selection and server configuration targeting your unique usage patterns, MySQL Support Engineers can review your server configuration and system information and recommend or identify:

- Opportunities to Improve Performance
- Server and OS Configuration Changes
- Platform/Hardware Selection for Optimal Performance

Customer Code Review: Client APIs

Whether your application uses one of the MySQL Connectors such as Connector/ODBC or Connector/JDBC, or one of the client APIs such as the C API, PHP, Python "MySQLdb" or Perl DBI, MySQL Support Engineers can review your usage of the MySQL APIs and recommend or identify:

- Best Practices
- Code Correctness
- Solutions to Common Problems
- Alternative Implementations
- Enhanced Connection Robustness

Customer Code Review: User Defined Functions

MySQL Enterprise Server software allows you to create your own C++ user-defined functions. MySQL Support Engineers can review your UDF and recommend or identify:

- Best Practices
- Code Correctness
- Solutions to Common Problems
- Alternative Implementations

MySQL Support Policies – 26th October 2006

Customer Code Review: Server Extensions

MySQL Enterprise Server allows you to extend the server in a variety of ways, including custom storage engines, custom full-text parsers or direct modifications of server behavior itself. MySQL Support Engineers will work with you to review your extensions and recommend or identify:

- Best Practices
- Code Correctness
- Solutions to Common Problems
- Alternative Implementations

Customer Code Review: Stored Routines (Triggers, Procedures, Functions)

If you place your complex business logic in MySQL Enterprise Server stored routines such as stored procedures, triggers or stored functions, you may benefit from a review by the MySQL Support Engineers who can recommend or identify:

- Best Practices
- Code Correctness
- Solutions to Common Problems
- Alternative Implementations

About Technical Account Managers (MySQL Enterprise Platinum Level Only)

What is a Technical Account Manager (TAM)?

A Technical Account Manager (TAM) is focused on serving customers' needs on anything that relates to MySQL's products and services.

Each TAM has a pool of accounts to manage. However, for an additional cost, MySQL has options for a dedicated fulltime TAM or even an onsite TAM for those customers that require such a service. The TAM delivers proactive service to customers including:

MySQL Support Policies – 26th October 2006

- Single Point of Contact to MySQL
- Proactive Customer and Case Management
- Weekly Status Calls with Customer
- Quarterly Onsite Customer Visits
- Scheduled Customer Environment and Performance Review
- Backup TAM

What is a Backup TAM?

A Backup TAM is available in the event that the assigned TAM is unavailable for a short period of time due to sickness, vacation, etc. A Backup TAM is kept abreast and up to speed on the customer's environment and status so that if the assigned TAM is unavailable, the Backup TAM can assist the customer without significant interruptions. In the event that the assigned TAM is unavailable for an extended period of time, a replacement TAM will be assigned.

How does a TAM provide proactive customer and case management?

The TAM works in partnership with the customer to manage any open incidents, and strives to address any issues proactively before they can affect the customer's systems. The TAM strives to keep the customer abreast of upcoming product developments that relate to the customer's specific needs, and suggests updates and upgrades when appropriate.

About TAM status calls with customers

The TAM is responsible for scheduling, managing, and executing weekly status calls with the customer team. The agenda is flexible and tailored to the customer's needs. This enables the TAM to effectively manage any known incidents, and provides for a close-knit relationship between MySQL and the customer.

MySQL Support Policies – 26th October 2006

About TAM scheduled onsite customer visits

The TAM will, together with the customer, schedule a quarterly visit to the customer site. The agenda is flexible and tailored to the customer's needs. This onsite visit allows the TAM to acquire a unique understanding of the customer's environment, which will help facilitate a better service to the customer.

About TAM customer environment and performance reviews

The TAM will schedule an annual visit to the customer site to review the customer's database environment in order to suggest any improvements, updates, upgrades and/or performance enhancements that would be beneficial to the customer. The TAM may bring additional MySQL resources, with the approval of the customer, to help facilitate and optimize the review session. The review will be delivered in verbal format during the engagement, and will be followed by a written summary report with any proposed actions and suggestions.

MySQL Cluster: Special Conditions

Does MySQL Enterprise include support for MySQL Cluster?

No. MySQL Enterprise does not include support for MySQL Cluster. It can be purchased separately. Please contact a MySQL sales representative for more information.

For MySQL Cluster support, must I use commercially licensed binaries?

Yes. Only users of commercially licensed binaries are eligible to receive support for issues related to MySQL Cluster.

For MySQL Cluster support, must I use official binaries built by MySQL?

MySQL Support Policies – 26th October 2006

Yes. Binaries built by the customer or third-parties are ineligible for MySQL Cluster support. Binaries containing any code patches by the customer or third-parties are also ineligible.

For MySQL Cluster, do you support alpha, beta, and release candidate (gamma) binaries?

Yes. Because these releases are under active development, there are inherent limitations surrounding them. As they are not production-ready, you should carefully determine their suitability to your circumstances.

MaxDB: Special Conditions

How do MySQL AB and SAP AG share in MaxDB support?

The support personnel serving MaxDB customers have prior experience working with MaxDB (formerly known as SAP DB). In addition, under the partnership between the two companies, SAP DB experts employed by SAP AG remain on-call to MySQL whenever needed on behalf of MaxDB customers.

What happens if I run SAP AG applications using MaxDB?

Our MaxDB support does not include coverage of your SAP AG applications which run using MaxDB. However this support can be added for an additional fee, so that you can purchase support from MySQL for both MaxDB and SAP AG applications under one order. When you have support issues that in any way involve SAP AG applications, whether or not MaxDB is a factor in the issue, you contact SAP AG's technical support directly. If your support issue clearly does not involve SAP AG applications in any way, but solely involves MaxDB, then you contact MySQL technical support.

How will I receive support for those SAP AG applications which use MaxDB?

MySQL Support Policies – 26th October 2006

All support for SAP AG applications using MaxDB is provided directly by SAP AG, in accordance with the standard SAP AG maintenance contract that every SAP AG customer has for their SAP AG applications and technology platform. This is the case even though this support was purchased via a MySQL AB sales representative. All such requests for help are routed to SAP AG via their "SAP Support System (OSS)," regardless of whether the issue involves MaxDB or SAP AG applications. An account and instructions for using SAP AG's support tool is provided with your SAP AG application.

Are separate support purchases required for MySQL and MaxDB support?

Yes. Support for the MySQL and MaxDB databases are sold separately, and are covered by separate contracts.

Are MySQL Enterprise and MaxDB support server usage limits counted differently?

Yes.

- MySQL Classic: Per Server
- MySQL Pro: Per Server
- MySQL Cluster: Per CPU
- MaxDB: Per CPU

Please refer to the definitions section for additional information.

Does MaxDB support have 24x7 access to the most senior MaxDB engineers?

No. In the event that a technical question requires the MaxDB Support Team to obtain assistance from the SAP MaxDB development team located in Berlin, Germany, such assistance is only available Monday through Friday from 9:00 a.m. until 5:00 p.m. Central European Time.

What tools are needed for MaxDB login support?

MySQL Support Policies – 26th October 2006

MySQL shall provide login support for MaxDB as long as you have the requisite tools to allow for such login support, as determined on a case-by-case basis.

Must I use commercially licensed MaxDB binaries to receive support?

Yes. MaxDB support is only available for commercially licensed versions of MaxDB. MaxDB is a full-featured enterprise database designed for very demanding enterprise applications like SAP R/3, and therefore, MySQL cannot guarantee support for any versions of MaxDB other than those that are commercially licensed from MySQL.

Will you support user-patched versions of MaxDB binaries?

No.

Will you support user-built MaxDB binaries?

No. We support only binaries compiled by MySQL staff, whether those are pre-built binaries posted for download, or custom compilations done by MySQL at a customer's request.

Will you support MaxDB binaries built by third-party vendors?

No.

Do you support alpha, beta, and gamma MaxDB binaries?

No.

Additional Policy Documents Governing MySQL Support

- [Overview of MySQL Enterprise Offerings](#)
- [Inventory of Supported Operating Systems and Platforms](#)

MySQL Support Policies – 26th October 2006

- [Technical Support Features and Descriptions](#)
- [MySQL Product and Support Lifecycle Policy](#)