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## ***Section 1: About the MySQL Customer Support Center***

### **1.1 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.

### **1.2 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.

### **1.3 Must I use the CSC when requesting support?**

Yes. When you purchase MySQL Enterprise, MySQL Embedded, or MySQL Cluster, 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 request support by phone without first opening a CSC issue.

### **1.4 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.

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### **1.5 How many Technical Contacts am I allowed?**

You are allowed to have a maximum of four Technical Contacts at any given time, regardless of the number of servers covered. MySQL Enterprise Gold Unlimited and MySQL Enterprise Platinum Unlimited subscriptions allow up to 20 Technical Contacts.

Email addresses must be for individual persons and must not be group aliases such as [developer-team@mycompany.com](mailto:developer-team@mycompany.com).

### **1.6 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 [mysql-support-feedback@sun.com](mailto:mysql-support-feedback@sun.com) with the change. We will reply with a confirmation email once the changes have been made.

### **1.7 May I share my CSC account with others?**

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

### **1.8 Is support available in multiple languages?**

Our complete support services are currently only available in English. Limited support services are additionally available in Japanese.

## ***Section 2: About Telephone Support in English***

### **2.1 How does phone support work?**

You place a call to one of our toll-free, national, or internal telephone support numbers. An operator will locate a support engineer to personally return your call within the response times applicable to your contract .

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### **2.2 How does business hours phone support work?**

You call our dispatch center during business hours. 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 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

Business hours phone support is intended to give you the benefit of personal consultations, not 24x7 emergency troubleshooting.

### **2.3 How does 24x7 phone support work?**

You call our dispatch center anytime. A support engineer will return your call within the timeframe provided by your contract.

### **2.4 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 are best handled in writing via the [MySQL Customer Support Center](#).

### **2.5 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.

***Section 3: About Support in Japanese***

**3.1 Who is eligible for support in Japanese?**

Any customer with an agreement that includes a MySQL support component may access the Japanese language service (except that critical or emergency issues support is not available in Japanese).

**3.2 How do I get support in Japanese?**

Simply log in to the Customer Support Center as you would usually and select "Japanese" in the pull-down on the right hand side of the menu bar at the top of the page to switch to the Japanese service. Select "English" to switch back to the English service.

**3.3 What are the operating hours of the Japanese support service?**

The Japanese support service is available from 9am to 5pm, Mon-Fri, JST, excluding Japanese national holidays.

**3.4 Can I get support outside of the Japanese service's operating hours?**

Yes. Customers requiring support outside of the Japanese service's operating hours must use the English service.

**3.5 Can I expect English speaking engineers to respond to Japanese issues when outside of the Japanese service's operating hours?**

No. When it is outside of the Japanese service's operating hours, we will only respond to issues which were created in English from the beginning. Please create issues in English if you would like to receive a response while the Japanese service is unavailable.

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### **3.6 Can I get telephone support in Japanese?**

Yes. Customers with support agreements that include a telephone support component may call any time during the Japanese service's operating hours.

Please see your welcome letter for contact details.

### **3.7 How do response times apply to the Japanese service?**

Any issue or phone call received during the Japanese service's operating hours will receive a first response in line with their support level. Issues received after hours will be treated as if they were received at 9am JST the next business day and responded to accordingly.

### **3.8 Can I use the Japanese support service for critical or emergency issues?**

No. Critical or emergency issues in a production environment that require immediate resolution should be opened using the English service.

### **3.9 Is anything excluded from the Japanese service?**

Support for Zmanda Recovery Manager and JasperSoft is not available in Japanese.

## ***Section 4: About MySQL Enterprise Releases***

### **4.1 What builds of the MySQL Server are available?**

There are numerous builds of the MySQL Server available, depending on which product and/or licenses have been purchased. There are three standard builds of the MySQL Server: MySQL Classic Server, MySQL Pro Server, and MySQL Advanced Server. Additionally, there are builds and source packages of MySQL Cluster made available to customers who have purchased that product.

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### **4.2 What is the difference between MySQL Classic, MySQL Pro and MySQL Advanced Server builds?**

MySQL Advanced Server builds are built with partitioning enabled. MySQL Pro Server binaries do not have partitioning enabled, but do include MyISAM, InnoDB, and all other features. MySQL Classic Server excludes InnoDB but contains all other features of MySQL Pro Server.

### **4.3 What MySQL Server build am I entitled to use?**

MySQL Advanced Server builds are available to MySQL Enterprise Gold and Enterprise Platinum level customers. MySQL Pro Server builds are available at all MySQL Enterprise subscription levels. MySQL Embedded Server (OEM) customers purchase licenses for MySQL Classic Server, MySQL Pro Server, or MySQL Advanced Server as required. MySQL Classic Server is only available to MySQL Embedded Server licensees.

### **4.4 How are bugs addressed in the MySQL Server?**

Bug fixes are vetted in Monthly Release Updates (MRUs) and are later included in Quarterly Service Packs (QSPs).

### **4.5 What is a MySQL Server Monthly Rapid Update (MRU)?**

MySQL Server Monthly Rapid Update (MRU) releases serve customers who desire to stay as up to date as possible with releases of the MySQL Server or who have run into a problem that has not yet been fixed in a Quarterly Service Pack. Monthly Rapid Updates are scheduled to be issued once per month for versions of the MySQL Server in the Active Lifecycle stage.

### **4.6 What is a MySQL Server Quarterly Service Pack (QSP)?**

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MySQL Quarterly Service Pack (QSP) releases serve customers who wish to stay current with fixes to the MySQL Server, but do not want to update their servers every month. This program provides cumulative, tested service packs that contain fixes to the MySQL Server. Each QSP is based on a prior MRU, and MySQL QSPs are scheduled to be released every three months, several months after the MRU on which the QSP is based, with the addition of any critical fixes released in intervening MRUs.

### **4.7 Are Monthly Rapid Updates and Quarterly Service Packs cumulative?**

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

### **4.8 What happens if I skip installing Monthly Rapid Updates or Quarterly Service Packs?**

Quarterly Service Packs are cumulative. If a customer wishes to update, for example, only twice per year, that customer could simply take two service packs and apply them instead of four. If a customer who is not up-to-date with QSPs runs into a problem that is known or reasonably expected to be fixed in a more recent QSP or MRU, that customer will be expected to upgrade to a more recent release.

### **4.9 What form do MySQL Server Monthly Rapid Updates, Quarterly Service Packs, and HotFixes take?**

All MySQL Server builds are completely new packages in the standard format provided for the platform being used. No MySQL Server releases take the form of patches that can be applied to an existing MySQL installation.

### **4.10 What is a MySQL Server HotFix?**

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MySQL offers HotFix support at the Gold and Platinum level to customers who encounter a known or undiscovered MySQL Server bug in a binary built by MySQL/Sun which causes a major business interruption. If no fix is currently available in an official binary release, MySQL will endeavor to create a HotFix patch for the customer's use.

### **4.11 What issues are eligible for a MySQL Server HotFix?**

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

### **4.12 How is a HotFix handled for a bug that has already been fixed?**

If a bug 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.

### **4.13 How is a HotFix handled for a bug that has not yet been fixed?**

If the fix does not currently exist in any published or unpublished official MySQL binary release, MySQL Support will validate the bug and assign it to a MySQL 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.

### **4.14 How does Emergency Bug Fix Escalation work?**

MySQL Support will escalate the priority of reproducible, verified bugs which affect customers upon request. 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.

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Escalation requires that you maintain an open support issue regarding the relevant bug until a fix has been delivered.

### **Section 5: About Supported Binaries**

#### **5.1 Must I use only binaries provided by MySQL/Sun in order to receive support?**

No. MySQL will provide technical support, depending on contract level and type, for binaries we build (including MySQL Enterprise Server, MySQL Community Server, MySQL Embedded Server) as well as binaries originating elsewhere. However, using binaries built by MySQL/Sun provides additional benefits including HotFixes, Monthly Rapid Updates, Quarterly Service Packs and the most thorough testing. These benefits are not available when using binaries built by third parties.

We do recognize that some customers face situations where use of binaries built by MySQL/Sun may not be practical. We will provide technical support to these customers too, subject to certain limitations. To receive the most complete technical support you must use only binaries built by MySQL/Sun.

The list of MySQL Enterprise supported platforms is available at <http://www.mysql.com/support/supportedplatforms/enterprise.html> and the list of MySQL Embedded (OEM) supported platforms can be found at <http://www.mysql.com/support/supportedplatforms/oem.html>

#### **5.2 What limitations apply if I use third-party binaries?**

Third-party binaries do not receive Hotfixes, Monthly Rapid Updates, Quarterly Service Packs, or the most thorough testing. Any indemnification provisions of your MySQL contract would apply only to binaries provided by MySQL/Sun.

Additionally there may be other inherent limits on the nature or extent of technical support we can provide for third-party binaries. These limitations can be due to the many factors beyond the control of MySQL/Sun, such as the compiler,

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flags, and libraries used to build the binaries, the absence of testing by MySQL/Sun, and our lack of compatible hardware for troubleshooting.

We may be unable to diagnose issues that do not appear to be caused by MySQL. For example, if you do not use a binary built by MySQL/Sun and our support engineers cannot reproduce your problem when using a comparable binary built by MySQL/Sun, we may be unable to provide further support on your issue.

None of these limitations exist when you use production-ready (GA) binaries built by MySQL/Sun.

### **5.3 Must my binaries contain only source code from MySQL/Sun?**

Yes, unless by special arrangement with MySQL AB. Our ability to provide technical support for binaries created from source code not officially released by MySQL/Sun is necessarily limited. Technical assistance normally requires that your problem be reproducible using a binary built by MySQL/Sun.

### **5.4 Must I purchase MySQL Enterprise under MySQL's Commercial License in order to receive support?**

No. The MySQL Enterprise binaries are licensed under the GPL, by default. You can request commercially-licensed MySQL binaries at no additional charge. MySQL will provide support in either case.

### **5.5 Can I receive support for debug binaries?**

Yes. However, 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.

### **5.6 Does MySQL Enterprise include support for pre-GA binaries?**

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Yes. However, 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. Pre-GA releases do not receive HotFixes, Monthly Rapid Updates, Quarterly Service Packs, or the most thorough testing. Any indemnification provisions of your MySQL contract would apply only to production-ready (GA) binaries.

Pre-GA releases include alpha, beta, release-candidate (gamma), milestone or periodic snapshot builds.

### 5.7 Does MySQL Enterprise include support for MySQL Cluster?

No. See <http://www.mysql.com/products/database/cluster/support.html> for details related to MySQL Cluster support.

### 5.8 Does MySQL Enterprise support cover MySQL's Embedded Server (libmysqld)?

No.

## ***Section 6: About Virtualized Deployments***

### 6.1 May I receive support for MySQL Enterprise running in a virtualized environment?

Support is available for MySQL Enterprise Server in virtualized environments. Some restrictions apply. Production support is not currently available for MySQL Enterprise Monitor (Service Manager component) in virtualized environments.

### 6.2 May I receive support for MySQL Cluster running in a virtualized environment?

No.

### 6.3 What virtualized environments are formally supported?

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MySQL supports virtualized environments, subject to the restrictions listed on this page. However, formal engineering, test and support infrastructure exists for the following virtualized environments:

- Hypervisor based technologies
  - Solaris Logical Domains (LDoms)
  - VMware
  - Xen
- Cloud based
  - Amazon EC2
- OS virtualization based
  - Solaris Zones and Containers

### **6.4 What about support for other virtualized environments?**

If we are unable to reproduce an issue encountered on another virtualized environment in an explicitly supported environment, our ability to assist will be limited. We anticipate offering production support for other virtualized environments in the future.

### **6.5 Are all Supported Platforms also supported in virtualized environments?**

Support for MySQL Enterprise in virtualized environments is available only for platforms which are Supported Platforms for MySQL Enterprise and are also supported by the particular virtualization vendor for use in their virtualized environment.

### **6.6 Are there restrictions on support for MySQL Enterprise in virtualized environments?**

Support may not be available for issues caused by features or limitations of the virtualized environment itself.

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### **6.7 Is the virtualization software itself supported?**

We do not provide support for management or maintenance of the virtualized environment itself or the associated virtualization software or services. Please contact the vendor of your virtualization solution to inquire about this type of support.

## ***Section 7: About Consultative Support***

### **7.1 Which support products and levels include Consultative Support?**

Full Consultative Support is included only at the Platinum level of MySQL Enterprise (including Unlimited) and MySQL Embedded (OEM). Partial Consultative Support is included at the Gold level of MySQL Enterprise (including Unlimited) and MySQL Embedded (OEM). No Consultative Support is included at the Silver or Basic levels of MySQL Enterprise or MySQL Embedded (OEM).

### **7.2 Which Consultative Support features are included at the Gold level?**

- Remote Troubleshooting
- Replication Review
- Partitioning Review

### **7.3 Which Consultative Support features are included at the Platinum level?**

- Remote Troubleshooting
- Replication Review
- Query Review
- Schema Review
- Performance Tuning
- Customer Code Reviews:
  - Client APIs
  - User Defined Functions

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- Server Extensions
- Stored Procedures, Triggers, & Functions
- Partitioning Review

### 7.4 How many Consultative Support requests am I allowed?

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

### 7.5 How many hours of Consultative Support work may I utilize?

MySQL Enterprise Gold and Platinum are entitled to eight hours of Consultative Support work by our support engineers **per server, per year**. MySQL Enterprise Gold Unlimited and MySQL Enterprise Platinum Unlimited include 100 hours of Consultative Support total per contract per year, regardless of the number of servers covered. MySQL Embedded customers are entitled to 40 hours of Consultative Support per year at the Gold level and 100 hours per year at the Platinum level, regardless of the number of licenses purchased .

### 7.6 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.

### 7.7 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.

### 7.8 Does this hourly cap apply only to Consultative Support issues?

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

### **7.9 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.

### **7.10 What happens if I reach my hourly cap?**

You are kept fully informed if your usage ever approaches your hourly cap. If it is reached, you may raise your cap by purchasing MySQL Enterprise for additional servers, if your contract includes a cap based on the number of servers covered (i.e. not MySQL Enterprise Unlimited or MySQL Embedded).

### **7.11 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.

### **7.12 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 Technical Support and Consulting (Professional Services) engagements.

## ***Section 8: About Remote Troubleshooting Logins***

### **8.1 What is Remote Troubleshooting?**

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See definition here: Remote Troubleshooting

### 8.2 Which support products and levels include Remote Troubleshooting?

Remote Troubleshooting is available at the Gold and Platinum levels of MySQL Enterprise (including Unlimited) and MySQL Embedded (OEM).

### 8.3 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. Installation and Configuration requests are restricted to supported software and related systems (determined by subscription type and selected support options).

### 8.4 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.

### 8.5 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 (SSH) server is present. You can download an open source version of the "sshd" server at [www.openssh.org](http://www.openssh.org). An alternative to direct secure shell access is the Sun Shared Shell tool, about which more information can be found at [www.sun.com/service/sharedshell/](http://www.sun.com/service/sharedshell/). Although there are other utilities for remote Internet logins, we have standardized on secure shell and Sun Shared Shell

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as commonly available, straightforward, and secure utilities; therefore, we require the use of one of these solutions 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 log in to your server. If you are in doubt about your servers, please contact us.

### **8.6 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.

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.

### **8.7 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.

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

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It is highly recommended.

### ***Section 9: About Support to OEMs, VARs, SIs, and Consultants***

#### **9.1 MySQL OEM support in general**

Unless specified otherwise in your written OEM Customer Agreement signed with MySQL, the general policies below apply to all MySQL OEM Support and MySQL Embedded Server customers.

#### **9.2 Who is covered by MySQL OEM Support?**

MySQL OEM Support is only for the use of the OEM's employees for their support issues with MySQL. This support does not extend and is not available to the OEM's end customers. Exceptions might be considered on a case-by-case basis. Please contact your MySQL sales representative.

#### **9.3 I am an OEM/ISV/VAR, and my product includes MySQL. If my End customer has a problem, can they directly contact MySQL Support?**

No. The End customer must work directly with the OEM. After the OEM confirms that an issue is related to MySQL, it may then use its MySQL OEM Support contract to escalate issues that it cannot resolve. If any end customer wants to work directly with MySQL Support, then the end customer must separately purchase MySQL Enterprise subscriptions.

### ***Section 10: MySQL Support for Independent Contractors & System Integrators***

#### **10.1 I am an SI/Independent-Contractor and work on behalf of third-party end customers. Can I use my MySQL Enterprise contract to open issues on their behalf?**

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

### ***Section 11: Other Common Support Questions***

#### **11.1 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.

#### **11.2 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 [mysql-support-feedback@sun.com](mailto:mysql-support-feedback@sun.com) for assistance.

#### **11.3 Does support cover non-MySQL software products?**

No.

#### **11.4 Are only MySQL software products covered by MySQL support?**

Yes, except that we also provide support for third-party software for which Add-On Support Options are available (ex: DRBD).

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

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We do not provide support for the underlying operating system, hardware, applications, or third-party products that access a MySQL server unless an Add-On Support Option has been purchased.

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.

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

No. Except for MySQL Partners, our customers are not required to have passed any MySQL Certification exams in order to obtain technical support.

### **11.6 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.

### **11.7 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.

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### 11.8 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.

### 11.9 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.

### 11.10 Do MySQL Enterprise contracts automatically renew?

Most Enterprise contracts renew annually on their term anniversary date until canceled by the customer or MySQL. Contracts which lapse and are later renewed are subject to a payment to cover the gap in coverage. Some Enterprise contracts - notably, some Enterprise Unlimited Use Program contracts -- expire at the end of the term stated in the contract. Always review your particular contract in order to determine the renewal and expiration conditions that apply to you.

### 11.11 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>.

### 11.12 Does MySQL offer any single-incident support?

No.

## ***Section 12: Definitions of Release Types***

### **12.1 Alpha Release**

Alpha is for preview purposes only.

### **12.2 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.

### **12.3 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.

### **12.4 Generally Available (aka Production) release**

Generally Available (GA), also know 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

## ***Section 13: Definitions of Support Components***

### **13.1 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.

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### **13.2 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.

A virtualized server ("virtual machine") is considered a Server Machine.

### **13.3 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.

### **13.4 Technical Contact Person**

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

### **13.5 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.

### **13.6 Incident**

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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.

### **13.7 Telephone Access**

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

### **13.8 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.

## ***Section 14: Definitions of Severity Levels***

### **14.1 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.

Please note that critical or emergency support is not available via the Japanese support service. This means that any issue requiring emergency attention, typically Severity 1 & 2, should be raised via the English support service.

### **14.2 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.

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### **14.3 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.

### **14.4 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.

### **14.5 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.

## ***Section 15: Other MySQL Enterprise Services Defined***

### **15.1 Custom MySQL Builds**

This service includes the creation of binaries that we compile to your custom specifications, as most suited for your hardware, operating system, or optimized performance needs.

### **15.2 Technical Alerts Advisor**

The MySQL Enterprise Monitor Technical Alerts Advisor notifies you in the event of bugs, updates, or security vulnerabilities whether they are related to

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MySQL or certain other elements in our customer's infrastructure that could impact MySQL. This service is currently only available in English.

### **15.3 Update Advisor**

The MySQL Enterprise Monitor Update Advisor notifies you of new versions that are most appropriate for your environment. This service is currently only available in English.

### **15.4 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. Articles are primarily available in English, however, a large portion are also available in Japanese.

### **15.5 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 for supported software and related systems
- Analyze and Alter Server Configuration
- Diagnose Performance or Stability Concerns
- Gather System and Server Statistics and Information

### **15.6 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

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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

### 15.7 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

This can include the creation of original or sample schemas intended to demonstrate techniques for solving particular problems.

### 15.8 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

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This can include the creation of original queries or sample queries intended to demonstrate techniques for solving particular problems.

### 15.9 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

### 15.10 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

### 15.11 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

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- Code Correctness
- Solutions to Common Problems
- Alternative Implementations

### 15.12 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

### 15.13 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

This can include the creation of original or sample routines intended to demonstrate techniques for solving particular problems.

### 15.14 Partitioning Review

Whether you are using partitioning to enhance query performance, distribute I/O across storage devices, facilitate backups or simplify the maintenance of historical

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data, MySQL Support Engineers can review your existing or proposed implementation and recommend:

- Alternative partitioning functions and techniques
- Strategies for making better use of partition pruning
- Techniques for partition maintenance relevant to your environment
- Different types of partition and subpartition organization

### ***Section 16: About Technical Account Managers (MySQL Enterprise Platinum Level Only)***

#### **16.1 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:

- 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

#### **16.2 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

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significant interruptions. In the event that the assigned TAM is unavailable for an extended period of time, a replacement TAM will be assigned.

### **16.3 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.

### **16.4 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.

### **16.5 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.

### **16.6 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

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be delivered in verbal format during the engagement, and will be followed by a written summary report with any proposed actions and suggestions.

### ***Section 17: MySQL Cluster: Special Conditions***

#### **17.1 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.

#### **17.2 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.

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

No. MySQL will provide technical support for commercially licensed binaries and for customer builds based on commercially licensed MySQL source code. Customer builds based on MySQL source code packages released under the GPL are not covered. However, using MySQL binaries provides additional benefits which include Hot fixes, Monthly Rapid Updates, Quarterly Service Packs and the most thorough testing. These benefits are not available when using non-MySQL binaries.

We do recognize that some customers face situations where use of MySQL binaries may not be practical. We will provide technical support to these customers too. However to receive the most complete technical support you must use only MySQL binaries.

Additionally there may be other inherent limits on the nature or extent of technical support we can provide on unsupported platforms. These limitations can be due to the many factors beyond MySQL's control, such as the compiler, flags,

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and libraries used to build the binary, their lack of testing by MySQL, and our lack of compatible hardware for troubleshooting.

We may be unable to diagnose issues that do not appear to be caused by MySQL. For example, if you do not use a MySQL-built binary and our support engineers cannot reproduce your problem when using a MySQL-built binary, then we may be unable to provide further support on your issue.

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

No. MySQL Cluster follows a different release cycle than the main line releases. The last main line release covered by MySQL Cluster support is MySQL 5.0, any later main line GA releases, alpha, beta and release candidate versions are not covered by MySQL Cluster support. We will provide support for MySQL Cluster pre-GA versions to those customers that have been given commercial binaries or sources for such pre-GA versions.

## ***Section 18: Additional Policy Documents Governing MySQL Support***

- [Overview of MySQL Enterprise Offerings](#)
- [Inventory of Supported Operating Systems and Platforms](#)
- [Technical Support Features and Descriptions](#)
- [MySQL Product and Support Lifecycle Policy](#)