



Sierra Monitor OEM Support Policy

- SMC provides customized webinar training for the OEM's support team.
- The OEM is responsible for providing 1st tier support to their customers.
The OEM's responsibility for 1st tier support is:
 - Validate wiring, COM settings and DIP switch settings on the ProtoNode.
 - Run ProtoNode installation and validate device communication using the FieldServer GUI web interface.
 - Generate a diagnostic log, when a problem needs to be escalated to SMC.
- If there are continuing issues, the OEM has the rep/integrator create a diagnostic log using the FieldServer Toolbox or GUI and must send the log to SMC.
 - The diagnostic log will take a snapshot of what configurations are loaded, the serial settings and a diagnostic log (if trying to capture an event).
 - The log file contains everything SMC needs to evaluate and provide a recommend solution.
 - It is the OEM's responsibility to gather the zipped log file and sent to support@sierramonitor.com.
- Once SMC receives the log, SMC will provide 2nd tier support to the OEM's customer to quickly resolve the problem.
 - SMC keeps the OEM involved during the resolution process to improve their knowledge of the FieldServer product.
- Firmware changes:
 - Before first product production shipment, the OEM approves the shipping firmware and configurations [1st article] that can be frozen.
 - SMC will not make any changes to the firmware or configurations without written approval from the OEM, if deemed necessary.