



# Support Plans for SoftMax Pro GxP Software



Molecular Devices is committed to providing you with the best possible support for our products.

To fit your needs, we offer software support and maintenance plan options for SoftMax® Pro GxP Software.

## Technical support process

Our Customer Support team is the initial point of contact for general questions about our software and reporting of any incidents.

Support is delivered by a multi-region team staffed by Technical Support Specialists trained to provide a rapid response to your queries and incidents. All reported issues will be triaged accordingly.

Action	Action Details	Support Timeline
Initial	<ul style="list-style-type: none"><li>Respond to queries and incidents</li><li>Escalate complex issues to next level</li></ul>	Within 48 hours response
Triage	<ul style="list-style-type: none"><li>Issues not resolved through standard technical support interactions progress to triage</li></ul>	One week
Solutions	<ul style="list-style-type: none"><li>Provide temporary workaround solutions</li><li>Develop corrective patches (for SoftMax Pro 7.1.1 GxP Software and higher)</li></ul>	Depends on complexity

# Software maintenance for SoftMax Pro 7.1.x GxP Software

## Additional paid support and services

- Product training
- Protocol building and support
- Custom coding/scripts
- System architecture consultation or specification
- System installation/upgrade assistance
- Data migration assistance

## Services not supported

- Software virtualization
- Network data security configuration
- SQL Server backup for networked environment
- SQL server administration
- LIMS and automation support
- Post installation server migration

Coverage for SoftMax Pro GxP Software	Scope	SoftMax Pro 7.1.x GxP Software	
		No Plan	Plan
Software activations	Additional SoftMax Pro GxP Software activations* per user per year	0	2
Plate reader connectivity	Assistance with plate reader connectivity troubleshooting	•	•
Software function	<ul style="list-style-type: none"> <li>• Assistance with software functionality troubleshooting (&lt;5 minutes)</li> <li>• Access to SpectraNet knowledge base and user guide downloads</li> <li>• Remote screen sharing</li> </ul>	•	•
Software application support	<ul style="list-style-type: none"> <li>• Assistance and guidance on feature implementation and use (5+ minutes)</li> <li>• Direct access to subject matter expert</li> <li>• Access to software &amp; document updates via SpectraNet</li> </ul>		•
Software updates <sup>1**</sup>	Access to update installers released during active plan term		•
Continuity maintenance	Access to service packs released during active plan term		•
GxP Admin 3.x Portal support	Support for: <ul style="list-style-type: none"> <li>• Password reset account recovery</li> <li>• User/role management</li> <li>• System audit trail configuration</li> </ul>		•
Validation support	Support and guidance for: <ul style="list-style-type: none"> <li>• Software Validation Package</li> <li>• Deviation and risk management</li> </ul>		•
Installation support	Post-deployment guidance on installation of SQL database and server questions		•
Advanced formula assistance	Software support for data analysis functionality in existing protocols and formulas		•
Perfective maintenance	Optimize software performance per recommended server computer specifications		•
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		•
Priority SoftMax Pro INSIDER <sup>2</sup>	Priority notification of new alpha and beta testing programs		•

<sup>1</sup>Starting from SoftMax Pro 7.1.1 GxP Software

<sup>2</sup>Requires enrollment in [SoftMax Pro INSIDER program](#)

\* Applies to Multi Computer set up only

\*\* Software updates may address potential cybersecurity issues. Does not include Installation and Validation services

# Software support for SoftMax Pro 7.0–7.0.3 GxP Software

Coverage for SoftMax Pro GxP Software	Scope	SoftMax Pro 7.0–7.0.3 GxP Software	
		No Plan	Plan
Software activations	Additional SoftMax Pro GxP Software activations per user per year	0	2
Plate reader connectivity	Assistance with plate reader connectivity troubleshooting	•	•
Software function	<ul style="list-style-type: none"> <li>• Assistance with software functionality troubleshooting (&lt;5 minutes)</li> <li>• Access to SpectraNet knowledge base and user guide downloads</li> <li>• Remote screen sharing</li> </ul>	•	•
Software application support	<ul style="list-style-type: none"> <li>• Assistance and guidance on feature implementation and use (5+ minutes)</li> <li>• Direct access to subject matter expert</li> <li>• Access to software &amp; document updates via SpectraNet</li> </ul>		•
Software updates	Access to update installers released during active plan term	N/A	N/A
Continuity maintenance	Access to service packs released during active plan term	N/A	N/A
GxP Admin 2.x Portal support	Support for: <ul style="list-style-type: none"> <li>• Password reset account recovery</li> <li>• User/role management</li> </ul>		•
Validation support	Support and guidance for: <ul style="list-style-type: none"> <li>• Software Validation Package</li> <li>• Deviation and risk management</li> </ul>		•
Advanced formula assistance	Software support for data analysis functionality in existing protocols and formulas		•
Perfective maintenance	Optimize software performance	N/A	N/A
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		• <sup>1</sup>
Priority SoftMax Pro INSIDER <sup>2</sup>	Priority notification of new alpha and beta testing programs		•

<sup>1</sup>Commercially reasonable effort approach

<sup>2</sup>Requires enrollment in [SoftMax Pro INSIDER program](#)







## Extended Support Plans

As new software versions are released, our capability to provide full support for issues on discontinued software is reduced. However, we are committed to providing support for previous software versions for a minimum of five years after their release dates, unless otherwise specified.

- Discontinuation notifications will be sent to contacts in our database and posted to SpectraNet (our knowledge base)
- Extended Support Plans will be available for an additional year of reduced capacity support, unless specified otherwise in the product discontinuation notification

### Software troubleshooting

We will respond to all issues raised for a software version in the Extended Support period under a commercially reasonable effort approach. Due to the following factors, no resolution is guaranteed:

- The age and support levels of related 3rd party code, licenses, technologies, and operating systems
- Representative computer systems for supported versions of our software run on currently supported operating systems. We do not have reference systems available to replicate, provide advanced support, seek root causes, or fix issues raised for discontinued or obsoleted software versions running on discontinued or obsoleted operating systems.

We recommend upgrading to our latest software version to assure coverage of our full software support and updated security features and compliance tools.

Coverage for SoftMax Pro GxP Software		SoftMax Pro 6 GxP Software	
	Scope	No Plan	Extended <sup>2</sup>
Software activations	Additional SoftMax Pro GxP Software activations per year	0	2 per user
Plate reader connectivity	Assistance with plate reader connectivity troubleshooting	•	•
Software function	<ul style="list-style-type: none"> <li>• Assistance with software functionality troubleshooting (&lt;5 minutes)</li> <li>• Access to SpectraNet knowledge base and user guide downloads</li> <li>• Remote screen sharing</li> </ul>	•	•
Software application support	<ul style="list-style-type: none"> <li>• Assistance and guidance on feature implementation and use (5+ minutes)</li> <li>• Direct access to subject matter expert</li> </ul>		• <sup>2</sup>
Software updates	Access to update installers when needed	N/A	N/A
Continuity maintenance	Access to service packs released during active plan term	N/A	N/A
GxP Admin 2.x support	Support for: <ul style="list-style-type: none"> <li>• Password reset account recovery</li> <li>• User/role management</li> </ul>		•
Validation support	Support and guidance for: <ul style="list-style-type: none"> <li>• Software Validation Package</li> <li>• Deviation and risk management</li> </ul>		•
Installation support	Support and guidance on installation of SQL database, server issues, GxP Admin	N/A	N/A
Advanced formula assistance	Software support for data analysis functionality in existing protocols		• <sup>2</sup>
Perfective maintenance	Optimize software performance	N/A	N/A
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		• <sup>2</sup>
Priority SoftMax Pro INSIDER <sup>1</sup>	Priority notification of new alpha and beta testing programs		•

<sup>1</sup>Requires enrollment in [SoftMax Pro INSIDER program](#)

<sup>2</sup>Commercially reasonable effort approach





## Technical Support

We currently address cases raised to Technical Support via phone, email, and online Customer Support communities.

### North America

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Hours of operation Monday to Friday  
07:00–17:00 Pacific Time  
(excluding observed holidays)

Telephone +1 800 635 5577 (option 3)

Email [support@moldev.com](mailto:support@moldev.com)

### Europe

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Hours of operation Monday to Friday  
07:00–17:00 GMT  
(excluding observed holidays)

Telephone +44 118 944 8000

Email [techsupport.eu@moldev.com](mailto:techsupport.eu@moldev.com)

Outside of these hours, case information and knowledge articles can still be accessed via our online Customer Support Community.

You can also send us an email and your case will be logged in by our case management system and made ready for investigation at the beginning of the next business day. On receipt of an email, an automatic receipt response will be provided with further contact information and a case reference. You will receive an emailed response from one of our PhD level Technical Support Application Scientist within 48 hours.

If you require urgent assistance, please call our Technical Support.

### To ensure we deal with your case as efficiently as possible, please provide the following information:

- Basic details:
  - Your name, telephone, and email
  - Company and location
  - SMPCareGxP tier
  - Full description of issue and impact to business process
- Software environment details:
  - Software license key
  - Software release version
  - Installation environment (Prod, Dev, or Test)
- Hardware environment details:
  - Instrument serial number
  - Firmware version
  - Relevant raw data, files, spreadsheets
  - Screenshot/snapshots of error messages
  - Log files

# Other resources

## SpectraNet Customer Care Portal

In addition to our standard telephone and email support services, we provide an Online Support Community, [SpectraNet](#). Here, you will find additional resources to answer your support queries more quickly including:



- Case logging, tracking, and management
- Product, platform, and support documentation and downloads
- Answers to common product issues in our knowledge base
- Newly released solutions with corresponding Release Notes

If you have an active maintenance agreement and require access to the Customer Care Portal, please contact our support team.

## Professional services

For services outside of the scope of your maintenance agreement, our Professional Services team can offer onsite consulting services including:

- Implementation consultancy
- Upgrade consultancy

## Protocol and SOP services

In addition, we have consultative services to help with your business process and compliance needs to include:

- Protocol development
- Protocol verification
- SOP template development

# Ordering information

### Software Plans

Annual maintenance and technical support plan for one user license of SoftMax Pro 7.1.x GxP Software

Annual technical support plan for one user license of SoftMax Pro 7.0–7.0.3 GxP Software

Annual **extended** technical support plan for one user license of SoftMax Pro 6 GxP Software

### Software Services

On-site software validation for SoftMax Pro GxP 7.1.1 Software or higher

Remote software installation

Remote software installation for advanced server setup

### Contact Us

Phone: +1.800.635.5577  
Web: [www.moleculardevices.com](http://www.moleculardevices.com)  
Email: [info@moldev.com](mailto:info@moldev.com)  
Check our website for a current listing of worldwide distributors.

### Regional Offices

USA and Canada	+1.800.635.5577	Taiwan/Hong Kong	+886.2.2656.7585
United Kingdom	+44.118.944.8000	Japan	+81.3.6362.9109
Europe*	00800.665.32860	South Korea	+82.2.3471.9531
China	+86.4008203586	India	+91.73.8661.1198

\*Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland and United Kingdom