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Title: Rockwell Software Launches Online Support Services  
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**Who Ya' Gonna Call? — <http://www.software.rockwell.com/support/>**

***Internet-based Online Support Service Becomes a Rockwell Software Reality***

When software troubles pop up, many software users find themselves searching for technical support from vendors, distributors and others. In today's manufacturing industry, when factories run 24 hours a day and are located in every time zone across the world, technical support must be available when and where the user needs it.

While face-to-face and phone support are still common, users are finding that not every

**ROCKWELL SOFTWARE**  
*Online*  
**Knowledge Base**

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problem requires this level of support. Many issues today can be resolved simply by looking to the Internet, which gives users the answers they need, whenever they need them .

Because software users have different demands for the kind of support they need, Rockwell Software offers a dedicated network of distributors and sales and support representatives to make this support possible. As well as these human-interface support services, Rockwell Software had added a level of support that is now available to via the Internet, 24 hours a day, for issues not requiring a technical support representative.

Rockwell Software has introduced a new set of Internet-based support services available on the web site that include an online *Knowledge Base*, the ability to download product updates and access to online technical support. These services provide customers with convenient access and around-the-clock availability from anywhere in the world.

The Rockwell Software *Knowledge Base* is an ideal source for the answers to common technical questions about the application of Rockwell Software products. It is a collection of application notes, release notes, and problems/solutions to allow customers to ask and receive answers to technical questions at any time of the day. The *Knowledge Base* can be browsed by product type or searched using a key word and covers issues of relevance to users working with Rockwell

(more)

Software programming, human-machine interface, communications, process control or Internet software products.

Because the information contained in the *Knowledge Base* is organized in "views," when searching for information users can choose to search the current view or the entire database. For example, if a customer performs a search in the RSLinx view, the search results will only include RSLinx documents. To search all information in the database, users can choose "Entire Knowbase - Validated". By default, all search results are sorted by relevance — the closest matches will be at the top of the list to help determine which support documents match most closely with the original request.

Another new service is the ability for software users to initiate *online product updates* over the Internet. Downloading product updates from the Rockwell Software web page provides a fast and convenient method for users to access the latest release of Rockwell Software products. The delivery of updates via the web will be the preferred method to update software because it is easy and available 24 hours a day. Updates are available to registered users who provide their serial number and registration information.

Rockwell Software also has implemented *online technical support requests*, allowing users to submit technical support questions via the web. Users initiate the request with the form provided in the support section of the Rockwell Software web site, and a Rockwell Software technical support expert best-suited to answer the question responds via the method specified by the customer (e-mail, phone, or fax). This method of submitting a technical support request is ideal for those customers who prefer the convenience of getting an answer via e-mail. The service allows users to ask questions when the need arises and then review the response whenever they have more time.

The use of the Internet as a means of downloading software upgrades, inputting technical support requests and finding answers to common technical questions will continue to become more popular in the future. Using the Internet for support allows users the access to answers when they need them, and the ability to submit questions and receive upgrades when it is most convenient. In a world where time is becoming more valuable, access to information to help

companies to run smoothly will continue to be in demand — only now this information is even more accessible.

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