

# VASCO Maintenance

## Keep your authentication solution up-to-date

Maintenance is an essential component of a software security solution. VASCO® Maintenance provides customers with access to updates, upgrades, service packs and access to the VASCO knowledgebase on a dedicated extranet.

Whether strong authentication is used in e-banking environments, for application security or enterprise security, maintenance is an essential component of a security solution. Software is regularly updated and upgraded, resulting in the need for an after sales maintenance service.

All VASCO software products come with a mandatory maintenance contract for 1 year. Three months before the expiry date, customers will be contacted by VASCO to renew their maintenance contract.

### MAINTENANCE CERTIFICATE

VASCO Maintenance is offered on every product purchase and is valid for 1 year. After online registration of the purchase the customer will receive a maintenance certificate stipulating the start and end date of the maintenance contract, including terms and conditions. At the end of the year customers can freely choose to extend their maintenance or not.

### HOW DO I RENEW MY MAINTENANCE CONTRACT?

VASCO Maintenance needs to be renewed on a yearly basis. Three months before the expiry of the 1st year mandatory maintenance, customers and partners will be notified by VASCO to renew their maintenance contract.

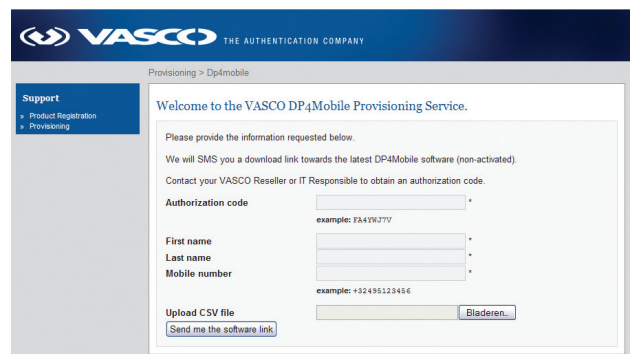
To renew the contract the customer contacts his VASCO Channel Partner and asks for a quotation to place a renewal order.

### BENEFITS

VASCO Maintenance provides customers with a number of advantages. With their maintenance contract they have access to patches, product updates and service packs. Furthermore always up-to-date technical product information is available on the dedicated maintenance extranet. VASCO Maintenance is also required when contacting VASCO Support.

The VASCO maintenance service ensures:

- Access to:
  - Product updates
  - Minor and major upgrades
  - Product patches
  - Product service packs
- Up to date technical product information, including:
  - The VASCO knowledgebase
  - Manuals and how to
  - FAQs
  - Product whitepapers
- Assistance with data migration when upgrading to a new software version
- Qualified support, from a VASCO Certified Engineer via a VASCO Channel Partner



Provisioning > Dp4mobile

**Support**  
Product Registration  
Provisioning

Welcome to the VASCO DP4Mobile Provisioning Service.

Please provide the information requested below.  
We will SMS you a download link towards the latest DP4Mobile software (non-activated).  
Contact your VASCO Reseller or IT Responsible to obtain an authorization code.

Authorization code   
example: F44YKJ7V

First name   
Last name   
Mobile number   
example: +32495123456

Upload CSV file

# DIGIPASS BY VASCO

## SUPPORT

VASCO has an extensive support offering, specified per user type. When calling the VASCO support desk, you will be asked for your valid maintenance ID number:

- **Banking and application security customers** can choose from a number of standardized support packages ranging from standard support during business hours, 24/7 support, service level agreement (SLA) based support, pay-per-incident and remote assistance support.
- For **enterprise security customers** technical support is provided through the reseller or system integrator. Direct technical support provided by VASCO is available upon request.
- **VASCO distributors, system integrators and certified engineers** benefit from a standard technical support during business hours.
- For **VASCO resellers** technical support is provided through the distributor. Direct technical support provided by VASCO is available upon request.



## About VASCO

VASCO is a leading supplier of strong authentication and e-signature solutions and services specializing in Internet Security applications and transactions. VASCO has positioned itself as global software company for Internet Security serving customers in more than 100 countries, including several international financial institutions. VASCO's prime markets are the financial sector, enterprise security, e-commerce and e-government.

[www.vasco.com](http://www.vasco.com)

**BRUSSELS (Europe)**  
phone: +32.2.609.97.00  
email: info-europe@vasco.com

**BOSTON (North America)**  
phone: +1.508.366.3400  
email: info-usa@vasco.com

**SYDNEY (Pacific)**  
phone: +61.2.8061.3700  
email: info-australia@vasco.com

**SINGAPORE (Asia)**  
phone: +65.6323.0906  
email: info-asia@vasco.com

## MY MAINTENANCE

VASCO has a dedicated maintenance extranet for customer. Patches, service packs, upgrades are available for download on 'my maintenance'.

Customers can access [www.vasco.com/mymaintenance](http://www.vasco.com/mymaintenance) using their maintenance ID reference number and the product serial number.

The screenshot shows the VASCO My Maintenance extranet interface. The top navigation bar includes the VASCO logo and the text 'THE AUTHENTICATION COMPANY'. Below the navigation bar, there is a 'Support' menu with options for 'Product Registration' and 'Provisioning'. The main content area is titled 'Registration > Files' and displays a list of service releases and patches. The first item is 'IDENTIKEY 3.1 Service Release 1 for Windows 32 bit', which includes a description of the release and a 'Download' link. The second item is 'IDENTIKEY 3.0 Patch 5', which includes a description of the patch and a 'Download' link. The interface is clean and professional, with a blue and white color scheme.