Client Responsibilities

Backups

Clients are responsible for ensuring that reliable backups of data and Tritek software are performed regularly. Software selected to perform regular system backups should allow for restoration of specified individual files. Some backup software ONLY allows for full restores. ALL data and Tritek should be backed up at least once each working day, when no one is accessing any Tritek applications or data. Backups should be performed to any removable medium such as magnetic tape or external hard disk. Clients may also wish to consider backing up to another disk drive on the same or other servers within the network for faster recovery in the event the primary disk drive is lost.   To enable a rapid restoration to full productivity, it can be valuable to backup other data, programs, or files critical to the efficient operation of Tritek software. These backups might include network operating systems, printer drivers, etc. The use of an off-site data repository or storage area network (SAN) solution is a good investment as part of a disaster recovery plan (DRP). Sufficient removable media should be utilized so that clients may restore data at any point from the previous five working days. A ten-day rotation is preferred. A daily off-site rotation of backup media is strongly recommended to enable quick recovery from a site disaster. Most importantly, verification of a successful backup should be accomplished as well as routine monitoring and testing of backup systems. Tritek Legal Software recommends that all clients develop a disaster recovery plan. Tritek technical support staff are available to consult in the development and review of this document.

Maintain network software/hardware that is Tritek software compatible

Clients are responsible for maintaining software and hardware that is compatible with current releases of Tritek software. As Tritek releases software updates, these new releases and software enhancements might become incompatible with older releases of computer operating systems (e.g. Windows 98). The decision to upgrade Tritek software can be necessitated by a number of factors, including changes in industry standards, client requested improvements, bug fixes, regulatory changes, etc.. Hardware and software upgrades may become necessary for efficient use of Tritek software. Current recommended specifications are available on the Tritek Legal Software Website (www.gotritek.com) Hardware or software upgrade costs as a result of using Tritek software are the responsibility of the client. Clients are responsible for maintaining and upgrading their network (per recommended specifications on Tritek website), on which Tritek software operates, which could improve overall network performance. However, Tritek is responsible for ensuring Tritek software functionality in accordance with documented software specifications.

Software updates

Clients are responsible for obtaining and installing Tritek software updates on a timely basis. When a client is notified of a new Tritek software update, the client should, at the earliest convenience, download the update from the Tritek website and install. Software performance and resulting support may be affected if updates are not properly downloaded and installed.

Definition of Tritek software support

Clients are responsible for distinguishing, to the best of their ability, issues of support that relate directly to the Tritek software. Clients are encouraged to assign a point of contact in their organization to field questions related to the software so that not all users at that organization are calling Tritek for support and potentially creating a billing encumbrance. If the client's Tritek software users include persons other than central administration staff it is REQUIRED that the client assign a single staff member as their support contact AND a backup staff member to operate as the support contact in that person's absence. Within a networked environment, many factors can contribute to the malfunction or poor performance of application software. Tritek is ONLY responsible for software support based on the