

# Doing Business with Rocket

## 1. How do I contact Rocket Software customer support starting February 10, 2025?

- Call one of the following support telephone numbers or send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with your support issue.

### Country Toll-free telephone number

United States	1-855-577-4323
Australia	1-800-823-405
Belgium	0800-266-65
Brazil	0-800-591-8021
Canada	1-855-577-4323
中国 (China)	400-120-9242
Deutschland (Germany)	0800-180-0882
France	08-05-08-05-62
Greece	800-848-1252 I
Italia (Italy)	800-878-295
日本 (Japan)	0800-170-5464
Malaysia	1-800-814-479
Nederland (Netherlands)	0-800-022-2961
New Zealand	0800-003210
Portugal	800-180-202
Singapore	800-852-3337
South Africa	0-800-980-818
United Kingdom	0800-520-0439

- Send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with your support issue.
- Complete the web form at <https://www.rocketsoftware.com/support>.
- Registration is required to access the Rocket Software Customer Community, which replaces the AMC Portal. The steps to register for the RCC are:
  - Go to the RCC Portal at <https://my.rocketsoftware.com/RocketCommunity/RCLogin>.
  - If you were an AMC portal user, you should have received a Welcome email. If you have not received a Welcome email you may register at any time.

- To register as a new user, enter the above URL, click “Sign Up”
- Fill out the ensuing form and click on “Request Account”
- This will create a Service Case. Our Customer Care team will review the information provided and activate your account.

**2. What can I do in the Rocket Software Customer Community Support Portal at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> after February 10, 2025?**

- Check the status of open support issues and support ticket history (cases tab). For Connectivity products, only open support issues will be available.
- Open a new support ticket (cases tab).
- Escalate a support ticket (cases tab).
- Download products you currently own and for which you have active support/maintenance agreements (downloads tab).
- Access product fixes, patches, and point releases (downloads tab).
- Link to the product documentation portal <https://docs.rocketsoftware.com> (documents tab).
- Search knowledge articles for your product (knowledge base tab).
- Upgrade to the latest software build (download tab).
- Review your current licenses (license key tab).

**3. Will there be any changes to my service level agreements and commitments?**

- There will be no changes to your service level agreements and commitments. The Rocket Software team is committed to your success and will help in any way we can.

**4. How long will my current software version(s) be supported?**

- On February 10, 2025, there will be no change to Rocket Software AMC versions supported. Any future changes to the Rocket Software versions supported will be communicated with ample notice.

**5. How do I submit an enhancement request to Rocket Software after February 10, 2025?**

- Requests for changes and enhancements to Rocket Software’s AMC products should be routed through: - Web form at <https://www.rocketsoftware.com/support> or email [support@rocketsoftware.com](mailto:support@rocketsoftware.com).

**6. Can I still access support using the AMC Support Portal or My Support Portal?**

- After February 10, 2025, support will only be available via the Rocket Software Customer Community Support Portal. Refer to number #1 above for access information.

**7. How do I request a replacement or an emergency license key? Am I still able to access self-service tools in the AMC support portal?**

- After February 10, 2025, license key support will only be available via Rocket Software.
- To obtain a replacement or emergency license key, open a case by sending an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or open a case in the RCC. For emergency license keys, mark the email or case as Urgent or Severity 1, stating the product and the version in your email, and follow up with a phone call to one of the numbers listed above.

**8. Where do I request a new key for a change in our system environment beginning February 10, 2025?**

- Send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with the new server's host name and host ID/system information to get a new license file.
- Examples of system environments are:
- Moving the license to a new server (include current system and version, current server, new server host name, and host ID/System information).
- Upgrading to a higher or a more recent release of Rocket Software AMC Products.
- Changing user counts.

**9. How do I get product self-help?**

- Rocket Software offers four different self-help options:
- Register on the Rocket Software Forum to access Rocket Software support, collaborate with your peers, engineers, and product management, and our complete knowledge base.
- Get started here: <https://community.rocketsoftware.com/register>. You may use the same email address and password you use to register for Rocket Software Customer Community, but you must register separately.
- Access product documentation at <https://docs.rocketsoftware.com>. This content is available with or without an account. Creating an account will enable the additional functionality of creating and sharing content collection, sending feedback, and setting up a watchlist of documents.
- The Rocket Software Customer Community provides access to our complete knowledge base of solutions.

- For education and enablement, Partners may visit the partner portal site at <https://partners.rocketsoftware.com>.

**10. Where do I learn about product updates and roadmaps?**

- Roadmaps are shared in Rocket Software webinars and within the Rocket Software Forum.
- Create an account on <https://docs.rocketsoftware.com> to enable notifications of any changes to your favorite Rocket products.

**11. How do I update my contact details or add a support contact?**

- Contact Rocket Software customer support using any method provided under #1.

**12. How do I report a bug starting February 10, 2025?**

- Open a case by sending an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or open a case in the Rocket Customer Community