Version 2025.2.1

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FastReport Corporate Server Support Manual

General Information

This document describes the processes that ensure the maintenance of the "FastReport Corporate Server" software lifecycle, including troubleshooting identified during operation, software improvement, and information about the personnel required for such support.

Terms and abbreviations

TERMS	MEANING
Program	FastReport Corporate Server Software solution for creating and managing reports and documents
Developer	Company Fast Reports Inc
User	A natural or legal person using the Program in accordance with the license agreement with the Developer
Website	https://www.fast-report.com/

Maintaining the life cycle of the Program

The Program's lifecycle includes the following stages:

- Program design and development carried out by the Developer;
- Testing and identifying program malfunctions by the Developer;
- Installation, usage, and update of the Program by the User in accordance with the license agreement with the Developer;
- Program modernization by the Developer according to its own plan of improvements and enhancements, as well as based on User requests;
- Provision of technical support to the User by the Developer regarding the installation, integration, and operation of the Program;
- Release of updated builds of the modernized Program by the Developer.

The Developer regulates all stages of the program lifecycle, except for the processes of installation, integration, and use of the Program by the User.

Troubleshooting of malfunctions identified during the operation of the Program

Malfunctions identified during the operation of the Program can be addressed through the following methods:

- Making corrections to the Program code by the Developer according to its own plan of improvements and corrections;
- Making corrections to the Program code based on User requests;
- Changing the methods of using or integrating the Program into the User's solutions to bring the Program's operation into line with the Developer's recommended conditions.

The User can submit the following requests:

- An incident report including information on the conditions under which the failure occurred using graphical information, log files, information about the software environment, and version numbers of the software used, including the Program's version and edition. The request must also include information about the expected and actual behavior of the Program and any other information that will help the Developer diagnose and troubleshoot the Program malfunction;
- A request for Program improvement to change its behavior to achieve the desired results in the User's solutions;
- A request for information about the Program's functioning and capabilities.

Requests can be sent by the User via email to info@fast-report.com, through the contact form on the website https://www.fast-report.com/, or by phone 800-985-8986.

The Developer receives and records all User requests. Each request is assigned a unique number, which allows tracking the history of communication between the User and the Developer in the future.

The Developer informs the User about changes made to the Program code or about the addition of a modernization task to the development plan.

The Developer reserves the right to request additional information from the User that may be helpful in troubleshooting Program malfunctions.

If the User fails to provide or does not provide sufficient information required by the Developer, the latter has the right to suspend the implementation of the required changes to the Program code.x

Program improvement

The Program is constantly being improved and modernized. Regular builds are released, informational materials are published on the Program's website, and Users are informed about changes to the Program.

Users can suggest changes or improvements to the Program's operation by submitting a request to the Developer.

Requests can be sent by the User via email to info@fast-report.com, through the contact form on the website https://www.fast-report.com/support.

The Developer receives and records all User requests. Each request is assigned a unique number, which allows tracking the history of communication between the User and the Developer in the future.

The Developer informs the User about changes made to the Program code or about the addition of a modernization task to the development plan.

The Developer reserves the right to request additional information from the User that may be helpful in improving the Program's operation.

If the User fails to provide or does not provide sufficient information required by the Developer, the latter has the right to suspend the implementation of the required changes to the Program code.

Technical support for the Program

Technical support for the Program is provided through submitting requests to the Developer.

Requests can be sent by the User via email to info@fast-report.com, through the contact form on the website https://www.fast-report.com/support, or by phone 800-985-8986.

The Developer receives and records all User requests. Each request is assigned a unique number, which allows tracking the history of communication between the User and the Developer in the future.

Technical support for the User includes:

- Assistance with program installation;
- Assistance with integrating the Program into the User's existing solutions;
- Assistance in troubleshooting program malfunctions;
- Consultation on Program functionality;
- Gathering information about program errors for subsequent program modernization release according to the improvement plan;
- Informing the User about Program updates.

Information on personnel required to provide support

Personnel responsible for supporting the Program on the User's side should possess sufficient skills to perform program installation, updates, and integration into the User's existing solutions.

Users of the Program should have basic computer skills. To install the Program, it is necessary to study the Installation Guide.

To work with the Program, it is necessary to study the user manual.

For integrating the Program into the User's solutions, it is necessary to study the programmer's manual. The level of qualification of the personnel in this case depends on the tools, programming languages, and frameworks used by the User.

If the personnel encounter any questions, they should contact the Developer for technical support.