

# TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

BULLETIN NUMBER GT940, 12 OCT 2006

## Global Support Services

This bulletin provides an update to the status of the Global Support Services described in Technical Bulletins GT938 (14 Sept 2006) and GT939 (25 Sept 2006). This bulletin describes the status of the Global Support Services now that the office relocation is complete.

### On-line Support Web form

This service was available throughout the period of the office relocation. As far as we are aware this service is currently working perfectly.

The web-pages for [www.global3000.com](http://www.global3000.com) are held externally on our ISP's (Demon) server. If you ever encounter problems with the On-line Support form, you are strongly advised to check if Demon are experiencing problems by looking here: <http://www.demon.net/helpdesk/networkstatus/>

### Support Email Address

The email server is now operating normally. Although the "traditional" Support email address:

[global\\_support@tissoft.co.uk](mailto:global_support@tissoft.co.uk)

should normally be used, you are also advised of an alternative Support email address:

[support@global3000.co.uk](mailto:support@global3000.co.uk)

If you are emailing a problem to Global Support (i.e. rather than logging it on the On-Line Support form) then you are advised to send the email to BOTH of the Support Email Addresses.

**Important Note:** As announced in Global File Updates Issue 24 (17-Feb-2006), external email to "short email names" on the tissoft.co.uk domain (e.g. [rick@tissoft.co.uk](mailto:rick@tissoft.co.uk)) **are no longer available**. The change was unfortunately necessary to reduce the amount of spam and junk mail we have been receiving. All Global Support and Development staff now have 2 email addresses: A "long name" on the tissoft.co.uk domain and a "short name" on the new global3000.co.uk domain. The following table contains the email addresses of Global staff that you may need to contact:

Person	Short name email address	Long name email address
Support Dept.	<a href="mailto:support@global3000.co.uk">support@global3000.co.uk</a>	<a href="mailto:global_support@tissoft.co.uk">global_support@tissoft.co.uk</a> *
Alan Underwood	<a href="mailto:alan@global3000.co.uk">alan@global3000.co.uk</a> *	<a href="mailto:alan.underwood@tissoft.co.uk">alan.underwood@tissoft.co.uk</a>

Pete Jukes	<a href="mailto:pete@global3000.co.uk">pete@global3000.co.uk</a> *	<a href="mailto:pete.jukes@tissoft.co.uk">pete.jukes@tissoft.co.uk</a>
Rick Robinson	<a href="mailto:rick@global3000.co.uk">rick@global3000.co.uk</a> *	<a href="mailto:rick.robinson@tissoft.co.uk">rick.robinson@tissoft.co.uk</a>
Steve Hutton	<a href="mailto:steve@global3000.co.uk">steve@global3000.co.uk</a>	<a href="mailto:stephen.hutton@tissoft.co.uk">stephen.hutton@tissoft.co.uk</a> *
Steve Rogers	<not available>	<a href="mailto:steve.rogers@tissoft.co.uk">steve.rogers@tissoft.co.uk</a> *
Maisie Hayes	<not available>	<a href="mailto:maisie.hayes@tissoft.co.uk">maisie.hayes@tissoft.co.uk</a> *

The preferred address for individual email addresses is indicated by a “\*”.

### Emergency Hotline Number

To provide an improved Emergency Support Service, the **single** “inner London” Emergency Hotline Number:

+44 (0) 207 404 3196

has been replaced by a **group** of phone numbers:

- +44 (0) 1628 551399 Primary emergency number for app’n issues
- +44 (0) 208 1233999 Primary emergency number for GSM issues
- +44 (0) 7729 987558 Secondary emergency number for app’n issues
- +44 (0) 1628 551395 Secondary emergency number for GSM issues
- +44 (0) 1628 551317 Fall-back number for all issues

### FTP Server (Downloads)

The FTP server that contains files downloaded from the Global web site is now fully available after the office relocation.

### FTP Server (Uploads)

The GSM FTP server that is used to upload files to Global Support is now fully available after the office relocation. **Important Note:** The TCP/IP port number required to connect to [globaldev.tissoft.co.uk](http://globaldev.tissoft.co.uk) has been changed from 4723 to 23. This will require a change to the appropriate HostID entry in your GXHOSTS.INI file.

### On-line Hotline Status

The On-Line Hotline Status facility is now available after the office relocation. However, if you do experience any problems with this service and urgently require the current status of an existing Hotline log please request it from the following email address:

[support@global3000.co.uk](mailto:support@global3000.co.uk)