AIMS Support Contract
V4 Release onwards January 2015

AIMS the Advice & Information Management System is available in a number of different database platforms and can be operated across a number of different network environments. The annually renewable support contract charges differ depending on your package and network environment. All users with a current support contract have access to the service detailed below.

What support we offer

The annually renewable support contract provides;

❖ access to a telephone helpline concerning systems usage, functionality and AIMS technical issues
❖ email and web based information materials
❖ free upgrade to later versions of the database during the life of the support contract
❖ a database repair service where we can assist in correcting any minor table corruption (AIMS Access only)

AIMS is supplied with an Installation Guide and user Help Guide in Word and PDF format which can be printed to assist you with installation, configuration and usage issues. If you need further assistance or clarification in some areas you may find it useful to contact the helpline but unfortunately we are unable to provide training or coaching via the telephone. AIMS training course details are available from our website.

What we don't support

The support service does not include assistance with server installation, or technical support with problems relating to peripherals other than those where AIMS is not operating within expected parameters.

- AIMS systems being operated over unsupported network platform solutions, e.g. Citrix or Peer to Peer networks
- Installation of third party software including: Microsoft SQL Server, Microsoft Terminal Server, CITRIX Server
- General network and server issues which may impact on the use of AIMS e.g. server configuration, system administration, file and folder permissions
- The use of AIMS over wireless networks
- Creating and designing reports in AIMS
- Problems caused by viruses, trojans, malware, spyware and similar issues
- Hardware problems (hard drive failures, network infrastructure issues, etc.)
- Other software or licensing issues
- Operating system problems
- General technical queries
- Specifying new systems (beyond providing minimum requirements for AIMS to run)

What to do if you have a problem

Firstly check the manual to see if the issue is answered there. Secondly, check the AIMS website www.lasa.org.uk/aims if you have Internet access and look at the FAQ and Alerts and Technical Updates pages. If the issues remains unresolved, either email your query to AIMS@lasa.org.uk, or call the AIMS support line on 020 7377 2806 and, if the call is not picked up, leave a message on the answerphone stating:

- Your name, organisation and contact phone number
- A brief description of the issue

A member of the AIMS support team will respond to you as soon as possible (usually within one working day).

Helpful information

Back up your AIMS database on a daily basis to removable media (floppies, tape, CDR, DVD) if you are using it every day or less frequently if not. Keep a back up offsite in case of disaster and regularly update it, e.g. weekly.

Make sure that AIMS has been updated with the latest patchfix files (see the Alerts and Technical Updates page on the website) and that your operating system has the latest service packs and security patches applied.

Keep your AIMS disk in a safe place and print out the Help Guide or create a shortcut to the Help Guide on your desktop. Make sure you have the latest version of the Help Guide, it can be accessed from the download pages of the Lasa/Aims website.

Install anti-virus software on all PCs and servers and keep it up to date. Use scheduled automatic updating services if available and check that they are working. Run a complete scan on your hard drives at regular intervals.

Install a firewall to protect your systems from external intrusion, protect your server with a UPS (Uninterruptible Power Supply).

For further advice and information on the housekeeping and good practice rules see the Lasa Knowledgebase at www.lasa.org.uk/knowledgebase.