



GroupWise Collaboration Integration Suite Setup and Licensing Guide

Announcing the Changes

With all the changes and enhancements we have made to Riva, we have decided to release updated Guides. There is still some work to be completed, so we ask for your patience as we catch up.

Current Riva Documentation

There are other Riva guides that you can refer to:

- **Riva Licensing Guide** - <http://www.omni-ts.com/documentation/messaging/riva-licensing-guide.pdf>
Describes how to request a trial or purchase licences for Riva and how to install licence files. This guide applies to licences for Riva Managed Policies, Riva Managed Reports, and Riva Managed Applications. Please refer to the applicable Riva CRM Guide for CRM integration licensing details.
- **Riva Setup and Configuration Guide**
<http://www.omni-ts.com/documentation/messaging/riva-setup-and-configuration-guide.pdf>
Describes how to install Riva and configure the various connection settings for Riva Managed Policies, Riva Managed Reports and Riva Managed Applications.
- **Riva Managed Policies & Reports Guide** -
<http://www.omni-ts.com/documentation/messaging/riva-modules-and-reports-guide.pdf>
Describes how to create, modify and execute Riva managed policies and managed report policies.
- **Riva Managed Application Guides** - describes how to create, modify and execute managed applications:
 - **Managed Signature Guide**
<http://www.omni-ts.com/documentation/messaging/riva-managed-signatures-guide.pdf>
 - **Dynamic Distribution List Guide**
<http://www.omni-ts.com/documentation/messaging/riva-dynamic-distribution-list-guide.pdf>
 - **Secure Distribution List Guide** - to be available soon
- **Riva CRM Enterprise Admin Guide**
<http://www.omni-ts.com/documentation/messaging/riva-crm-enterprise-edition-admin-guide.pdf>
Describes how to integrate Riva CRM Enterprise with common CRM solutions including SugarCRM, info@hand, Salesforce.com, Microsoft Dynamics, etc. Includes details about requesting and installing licence files and setting up the CRM connectors.
- **Riva CRM Desktop Edition Guide**
<http://www.omni-ts.com/documentation/messaging/riva-crm-desktop-user-guide.pdf>
Describes how to integrate Riva CRM Desktop Edition with common CRM solutions including SugarCRM, info@hand, Salesforce.com, Microsoft Dynamics, etc. Includes details about requesting and installing licence files.

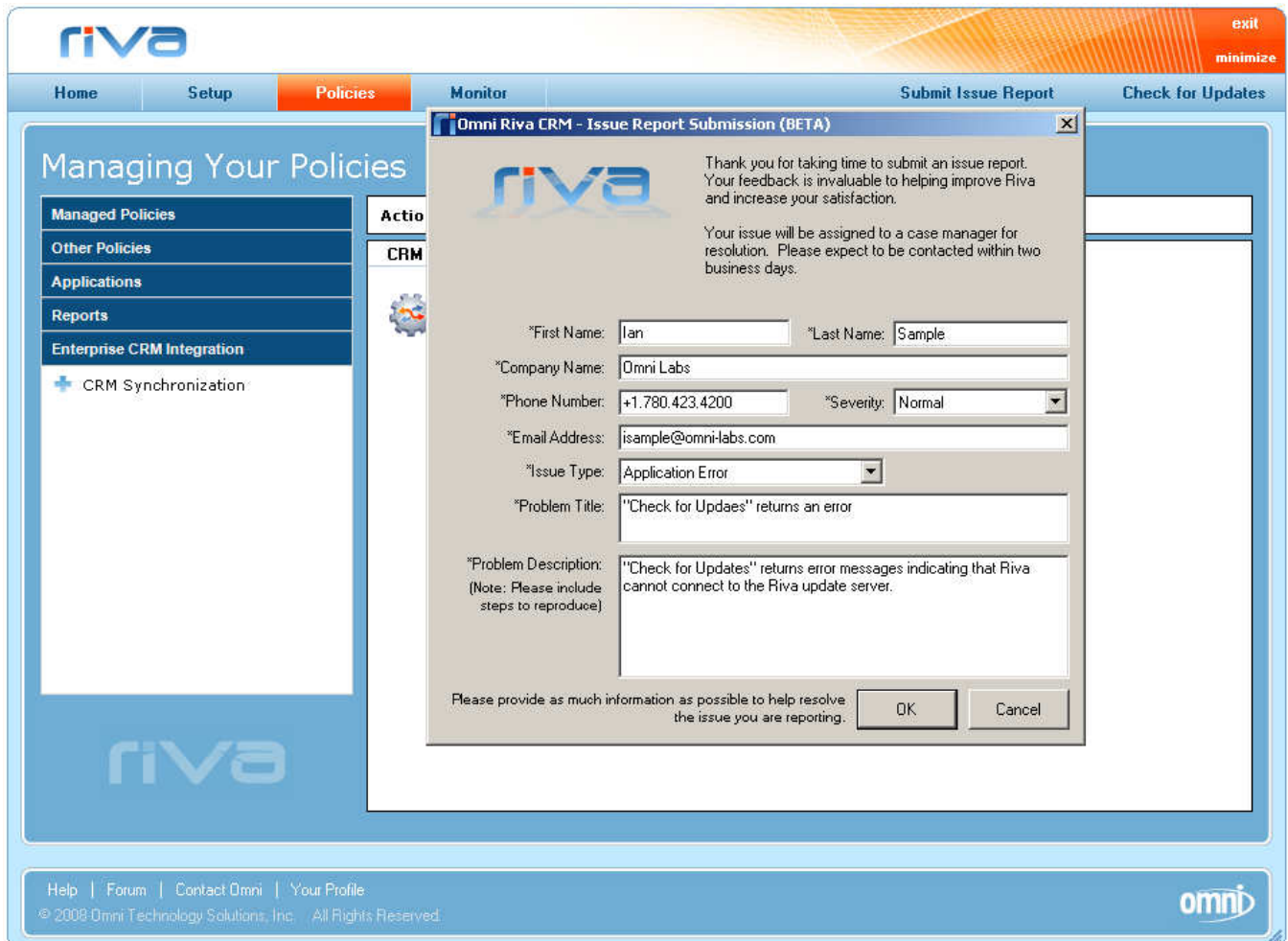
Discontinued Documentation

The **Riva Setup and Licensing Guide** is no longer available for download.

Support for Riva

Reporting a Technical Issue

Riva CRM Enterprise Edition includes a "Submit Issue Report" feature in the program. If you experience a problem with the application, click the **Submit Issue Report** link and complete the form. Please ensure that you include the correct contact information. Once the **OK** button is clicked, Riva CRM Enterprise Edition will send this issue and a copy of the application logs to our technical support team.



The screenshot shows the Riva CRM interface with the 'Submit Issue Report' dialog box open. The dialog box contains the following information:

- Title:** Omni Riva CRM - Issue Report Submission (BETA)
- Message:** Thank you for taking time to submit an issue report. Your feedback is invaluable to helping improve Riva and increase your satisfaction. Your issue will be assigned to a case manager for resolution. Please expect to be contacted within two business days.
- Form Fields:**
 - *First Name: Ian
 - *Last Name: Sample
 - *Company Name: Omni Labs
 - *Phone Number: +1.780.423.4200
 - *Severity: Normal
 - *Email Address: isample@omni-labs.com
 - *Issue Type: Application Error
 - *Problem Title: "Check for Updaes" returns an error
 - *Problem Description: "Check for Updates" returns error messages indicating that Riva cannot connect to the Riva update server.
- Buttons:** OK, Cancel

Upgrade and Maintenance Support Agreements

Customers who have current upgrade and maintenance support contracts are eligible to receive full email and telephone support Monday to Friday between 9:00 a.m. and 5:00 p.m. Mountain Time. Limited email support may be available during extended hours. Email and telephone support is also available to customers who are evaluating Riva. 365x7x24 support is available for optional purchase.

Free Support

Free support is limited to information available from our support forum, our web site and information contained in the user manual. Telephone and email support for customers who do not have a current support contract can be provided on a fee per incident or fee per hour basis, whichever is greater.

Contacting Support

You can contact support using the following methods. Please include as many details as possible when requesting support:

Use the “Contact Us” link in the top right corner of any page of our website and complete the online form or go to www.omni-ts.com/contact-us.html.

:: contact form

Topic:

Subject:

Product:

Your Name:

Your Email:

Contact Number:

Message:

Call or fax us:

Phone: 1-780-423-4200
Fax: 1-780-423-4711

Online Resources

Online resources for Riva include:

- **Product Documentation:** Go to www.omni-ts.com select **Support**, follow the link for **Documentation** and select **Messaging Documentation**
- **Riva Flash Tutorials:** will be added to www.omni-ts.com/quicktours
- **Support Forum:** Go to www.omni-ts.com/Forum and:
 - Select the **Riva for GroupWise ~ Installing, Using, Support** forum
 - “**Riva Tips**” available at www.omni-ts.com/forum/post--2055--page-1.html is a collection of forum articles to provide troubleshooting and advanced management steps
- **Product FAQ:** Go to www.omni-ts.com/integration and select **Frequently Asked Questions**