



No Magic

Consolidated Plugin
Release Information for our
Partners

2012

1. Introduction

This document reduces complexity to allow No Magic partners to release products more easily.

The information in this document will cover: customer support, recommendations for building plugins, release procedures, and contact points.

The Document is further structured in this way:

 Information which is needed - information and resources that needs to be provided by the partner to No Magic.

 We will provide - information and action points which No Magic will cover.

For and **approval** or confirmation of release, please contact your account executive – You can find this person's information after logging in to www.nomagic.com.



2. Customer Support

No Magic Customer Support is provided through a single support system available at <http://knowledgebase.nomagic.com> which allows users to review, track and comment on questions, issues and suggestions from all our customers.

For our partners there is a dedicated area – a project in our customer support system which allows us to handle all tickets related to your product.

 Information which is needed, should be sent to support@nomagic.com:

1. Email addresses of your company employees who will work (comment and review) on customer tickets (note: Registration at www.nomagic.com is required).
2. First level customer support contact. Support tickets related to your product will be assigned to this person.

Additionally:

In order to reduce the number of tickets, prepare a [FAQ section](#) with common questions regarding your product.

 We will provide:

A Dedicated customer support area – a project in the No Magic Customer Support System.




3. Resource / Plugin / Product Building

All the information regarding resource packaging, versioning, licensing and distribution (Distributing Resources section) is available at:

<http://www.nomagic.com/files/manuals/MagicDraw%20OpenAPI%20UserGuide.pdf>

 Information which is needed, shall be provided at dev@nomagic.com:

1. Packaged resource files together with a **descriptor** file.
2. Resource type - whether it is for sale or is provided at no cost to the user.

 We will provide:
A license key for any paid product.



3. Release procedure (1)

Releases are done in the Online Sales System (OSS) - www.nomagic.com.

Releases types:

- **Beta** - release used for demonstration and preview of all the features available with General Availability (GA) release. Beta is released 2 months before GA release. **Note: please check your plugin compatibility with each beta release, to ensure compatibility with the upcoming GA version of MagicDraw.**
- **General Availability (GA)** - final, commercial version release. There are up to 3 releases per year.
- **Service Pack (SP)** - cumulative package containing fixes. Usually there are a couple of service packs for each version.
- Please also read information about the Long Term - Gibraltar releases: <http://www.nomagic.com/support/gibraltar.html>

All the necessary information and builds must be provided two working days before the desired release date.



3. Release procedure (2)

➔ Information which is needed with each new release should be emailed to OSS@nomagic.com:

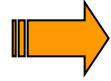
1. If a resource is commercial - pricing as well as available license types e.g. academic, academic site, seat(standalone), floating, mobile etc.
2. Install files along with MD5 values generated.
3. Confirmation regarding plugin compatibility with the upcoming release. **Note: plugin compatibility should be checked with the beta release.**
4. Marketing information: What's new, Web content, Press release, Brochure, Online demo.

Note: all the information/documentation for display on www.nomagic.com should be coordinated with No Magic's marketing team available at marketing@nomagic.com.

← We will provide:
Confirmation for the release date

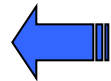


4. Contacts



Information which is needed:

Management, technical, and customer support contact points for your product.



We will provide:

1. A single contact point for use in exceptional cases.
2. The Development contact dev@nomagic.com - provide packaged product resources and receive guidance on resource packaging. Note: all general plugin development questions should be addressed using the No Magic Customer Support System at: <http://knowledgebase.nomagic.com>.
3. The Marketing contact marketing@nomagic.com - coordinate marketing information on new products or version releases. Note: all marketing materials (what's new, web content, press release, brochure, online demo) should be coordinated at least two days before release.
4. Online Sales System (OSS) contact OSS@nomagic.com - releases final prepared resources.

