

Direct Contact, Immediate Solutions



NovaCare is: Support and Upgrade-Protection For Your NovaBACKUP Products

Congratulations on your choice of backup and restore software from the data protection specialists at NovaStor. The NovaBACKUP product line has been designed to be simple, efficient, and reliable for the protection of critical data. If you have backup related questions, or should you encounter an issue, you can be rest assured that NovaStor technical support is here to assist you.

NovaStor's local technical support engineers are committed to the success of your backup plan. Ensuring that your NovaCare support package remains active will guarantee that you always have access to the latest version updates and upgrades, with telephone and email support, as well new product learning materials.

Your NovaCare Package Includes:

24/7 Support Portal

Documentation, Knowledge Base, Forums, Videos, Webinars, FAQs

E-Mail-Support (1-Year)

Fast response to you personal backup related questions

Telephone-Support, Remote Problem Solving

U.S. Based team members offer live assistance (1 Year)

Upgrade-Protection

Free product updates, and major product upgrades for users with valid NovaCare support

Renewing NovaCare:

Renewal Window

The time in which NovaCare may be extended at the most affordable price point. (~25% license cost)



The NovaCare Renewal window is anytime before the NovaCare expiration date, extending to 30 days beyond this date.

To check your NovaCare status visit:
<http://www.novabackup.com/novacare>

Availability

For the following product, NovaCare is an optional addition at the time of purchase:

NovaBACKUP PC for laptops, workstations, and PC's

For the following products, NovaCare for the first year is included as standard:

NovaBACKUP Server for Windows Servers

NovaBACKUP Business Essentials for Windows Servers with business applications such as Microsoft SQL, Exchange Server, with VMware and Hyper-V support

NovaBACKUP NAS for Multi-Server Environments backing up to NAS, with support for SQL, Exchange, VMware and Hyper-V. Central Web-based Management is included.

To Benefit from NovaCare

1. Register your product using the licence registration within your software. (Help > Registration)
2. Your NovaCare package is automatically activated following the product registration.
3. If you require assistance, please visit the NovaStor Support Portal and "Submit A Ticket" to register your request with the NovaStor Technical Support Team: <http://support.novastor.com>

Extend NovaCare

Check the available options to extend NovaCare support and take advantage of special limited-time offers:

<http://www.novastor.com/upgrades>