



Microsoft Dynamics CRM / XRM Platform



User Guide



CRM Versions Supported : CRM 2011 and CRM Online

Activity Timer is an Add in to Microsoft Dynamics CRM which allows for the automatic or manual collection of time involved in the performance of CRM Activities. As CRM Activities are opened and closed time can be monitored for use in billing or analysis. The time tracking can be started and stopped as needed for periodic work against a long-term Task or applied to an automatic function like a bulk template created e-mail.

Coding Version : 1.0
Document Version 1.1

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Table of Contents

| | |
|--|----|
| Copyright | 2 |
| Introduction..... | 4 |
| System Requirements..... | 4 |
| Activity Timer Installation..... | 5 |
| Step 1:..... | 5 |
| Step 2:..... | 7 |
| Step 3:..... | 11 |
| Step 4:..... | 11 |
| Step 5:..... | 12 |
| Uninstallation | 13 |
| Licensing | 14 |
| Activity Timer Settings..... | 16 |
| How to Use Activity Timer | 18 |
| Auto Timer :..... | 18 |
| Notes : | 19 |
| Fixed Time :..... | 22 |
| MTC Overview | 24 |
| End User License Agreement (EULA)..... | 25 |
| Warranty Disclaimer | 26 |
| Limitation of Liability | 27 |
| Annual Maintenance and Support | 27 |
| Customer Care details | 27 |

Table of Figures

| | |
|--|----|
| FIGURE 1: MTCCRM WEBPAGE | 5 |
| FIGURE 2. PRODUCT WINDOW | 6 |
| FIGURE 3:FILE DOWNLOAD | 6 |
| FIGURE 4: IMPORT SOLUTION | 7 |
| FIGURE 5: IMPORT SOLUTION.. CONTD..... | 8 |
| FIGURE 6:IMPORT SOLUTION.. CONTD. | 8 |
| FIGURE 7: IMPORT SOLUTION.. CONTD..... | 9 |
| FIGURE 8: IMPORT SOLUTION.. CONTD..... | 10 |
| FIGURE 9: IMPORT SOLUTION.. CONTD..... | 10 |
| FIGURE 10: SOLUTION WINDOW | 11 |
| FIGURE 11: ACTIVITY TIMER CONFIGURATION | 11 |
| FIGURE 12: .LICENSING | 12 |
| FIGURE 13: LICENSING WINDOW | 12 |
| FIGURE 14: UNINSTALLATION MENU | 13 |
| FIGURE 15: SOLUTION WINDOW | 13 |
| FIGURE 16: CUSTOMIZATIONS | 14 |
| FIGURE 17: DEVELOPER RESOURCES | 15 |
| FIGURE 18: ACTIVITY TIMER..... | 16 |
| FIGURE 19: ACTIVITY TIMER SETTINGS AREA | 16 |
| FIGURE 20: AUTO TIMER..... | 18 |
| FIGURE 21: TASK WINDOW | 19 |
| FIGURE 22: NOTES | 20 |
| FIGURE 23: NOTES | 20 |
| FIGURE 24: NOTES WEBPAGE DIALOG | 21 |
| FIGURE 25: NOTES | 21 |
| FIGURE 26: FIXED TIME..... | 22 |
| FIGURE 27: APPOINTMENT& SERVICE ACTIVITY | 23 |

Introduction

It's a simple add-on to the Microsoft's Dynamics CRM 2011 and CRM Online platforms adds immediate value to any Dynamics CRM solution by accurately tracking and reporting exact time for all CRM Activities by all CRM users. Ideal for any business that would benefit from accurate actual time capture.

Activity Timer adds timer functionality to all Microsoft Dynamics CRM Activity types including the Task, E-mail, Fax, Phone Call, Letter, Appointment, Service, or Campaign activities. **Works as a stopwatch** within the Open Activity form with start and stop continuous and cumulative timing ability. **Administrator settings** allow Microsoft Dynamics CRM Activities to optionally be set to a fixed time application function with a pre-defined increment of time upon closing the Activity.

Fixed times applications include template based E-mails, standardized Fax, or bulk letter mailing time charges and greatly save User overhead time. A Fixed time could be applied to a Phone Call Activity to function as a minimum time charge for uncompleted calls and upon a conversation starting the Activity Timer can be manually started to override the fixed time with the actual call duration.

An **"Auto" function setting** allows automatic starting and stopping upon Open and Close of the selected Activity types which greatly reduces User time tracking errors and enhances professional productivity. Actual Timed Duration field added by this option is available in CRM Activity and History Views, forms, and custom reports. This utility is sold with Per User Licensing equal to the number of Dynamics CRM Licenses enable

System Requirements

Please make sure that the system on which you plan to install **CONSULTPRO** meets the minimum system requirements for the program to run:

- ➔ **MICROSOFT DYNAMIC CRM** : VERSION 2011(Online or On-Premise)
- ➔ **EXPLORER** : INTERNET EXPLORER 6 / 7 with latest service pack(SP) or higher

- ➔ **SILVERLIGHT 4.0**

Note :

Before installing Activity Timer you will require License Key, which you can get by sending an E-mail request to salesteam@mtccrm.com with your Organization Unique Name. (See **Page No 14 & 15** for licensing details)

Activity Timer Installation

This section deals with installation procedure for Activity Timer

Step 1:

- ▶ For downloading Activity Timer go to www.mtccrm.com. Click on the Activity Timer as shown
You can see a lot of Products from MTC are scrolling up in the window. Wait & click on the “Activity Timer” as you see in the window



Figure 1: MTCCRM Webpage

- ▶ Double Click on the to activity timer webpage as shown
- ▶ Click on Free Trial Tab
- ▶ Click on **Download Activity Timer Setup** for 15 day trial as shown in Figure 2.

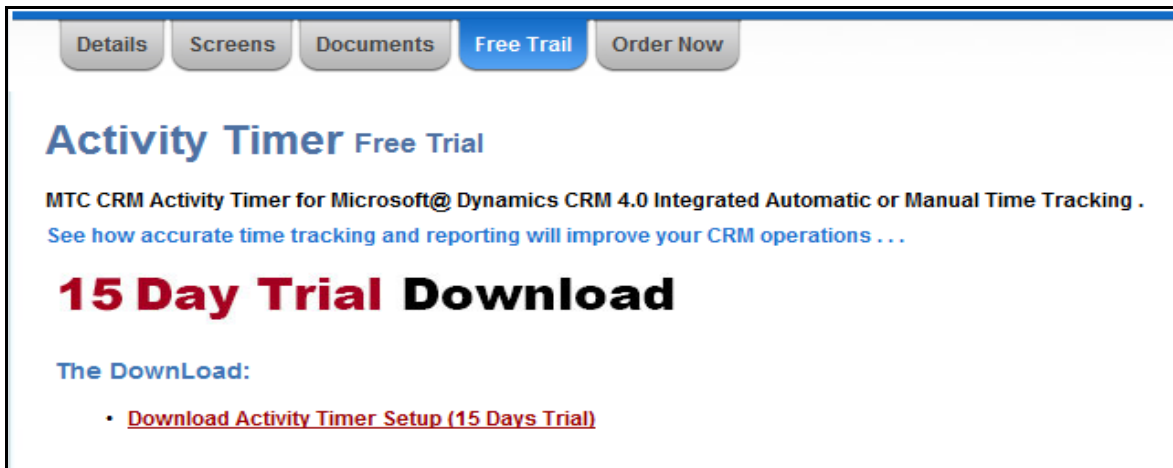


Figure 2. Product Window

- ▶ After the download completes, a new window will open asking you permission to save the file click on Save as shown below. . It will save the file in Downloads folder.

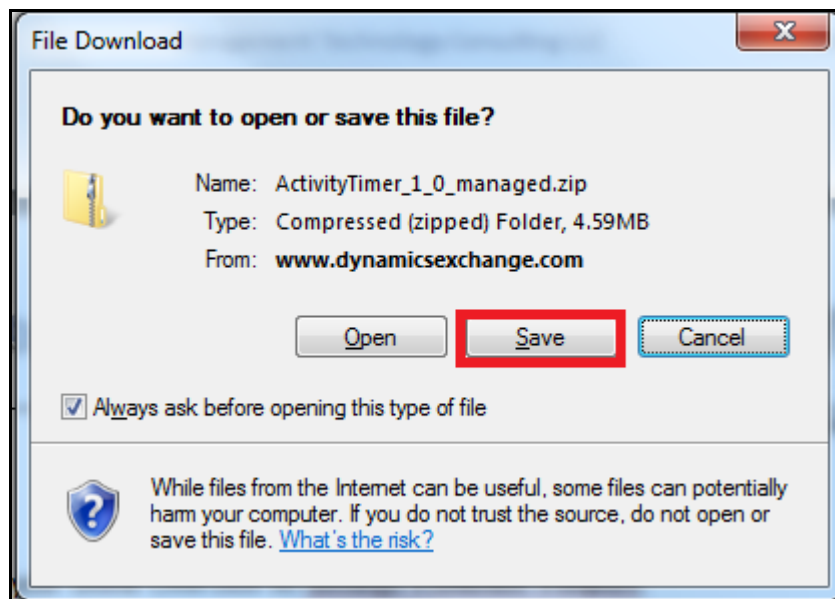


Figure 3:File Download

Step 2:

- ▶ Open your online CRM click on **Settings**→**Solution**→**Import**.

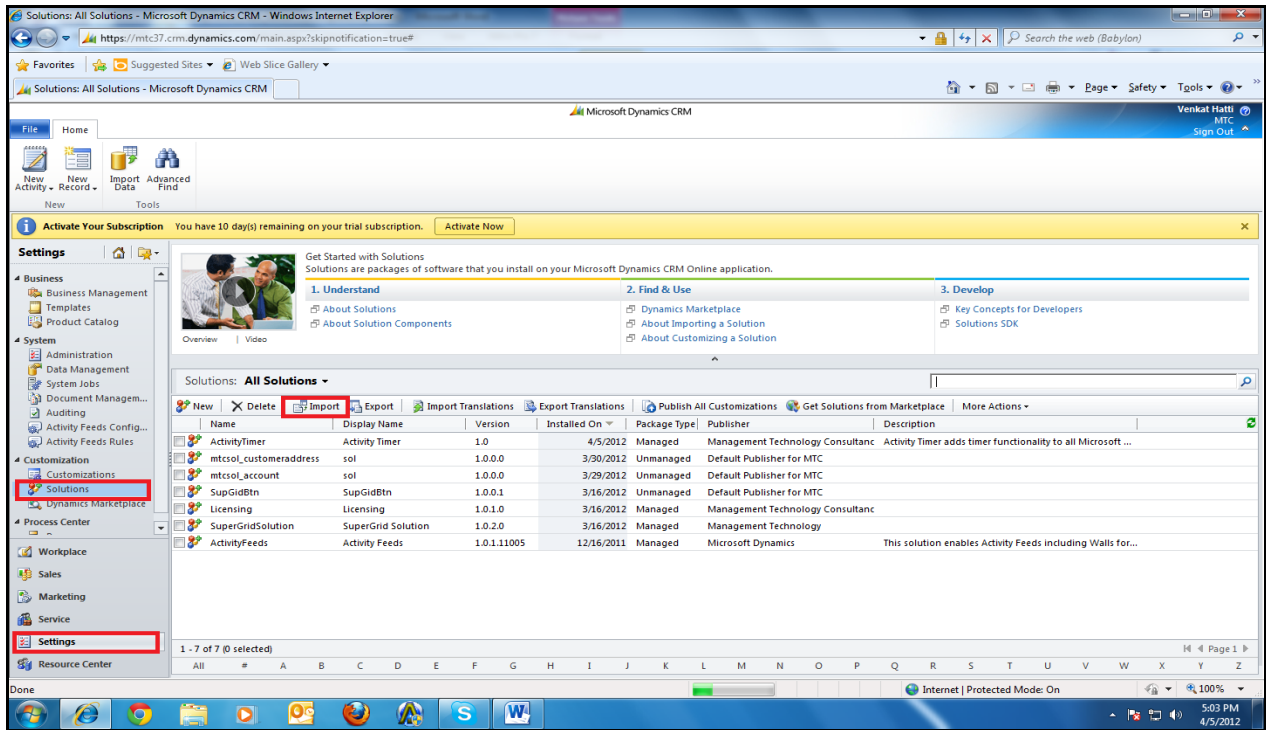


Figure 4: Import Solution

- ▶ Now it opens **Import Solution Window** which is similar to the one below **Browse Solution Name** file and then click on **Next**. Uploading takes few minutes to import.

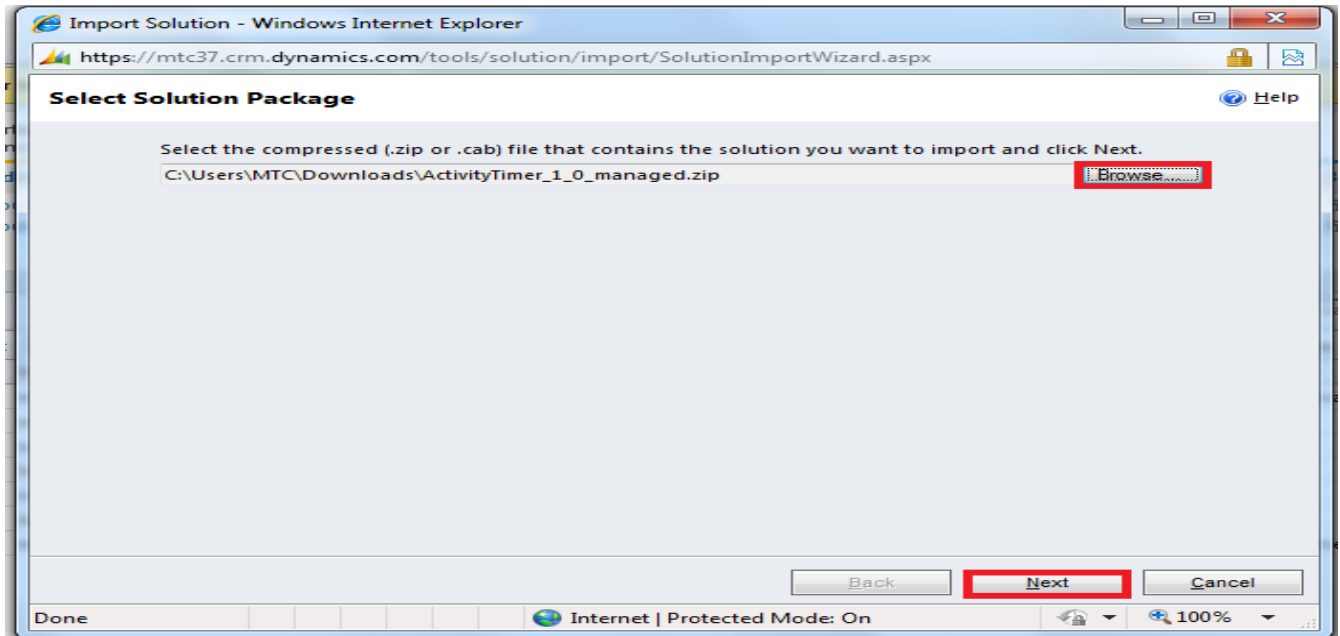


Figure 5: Import Solution... Contd.

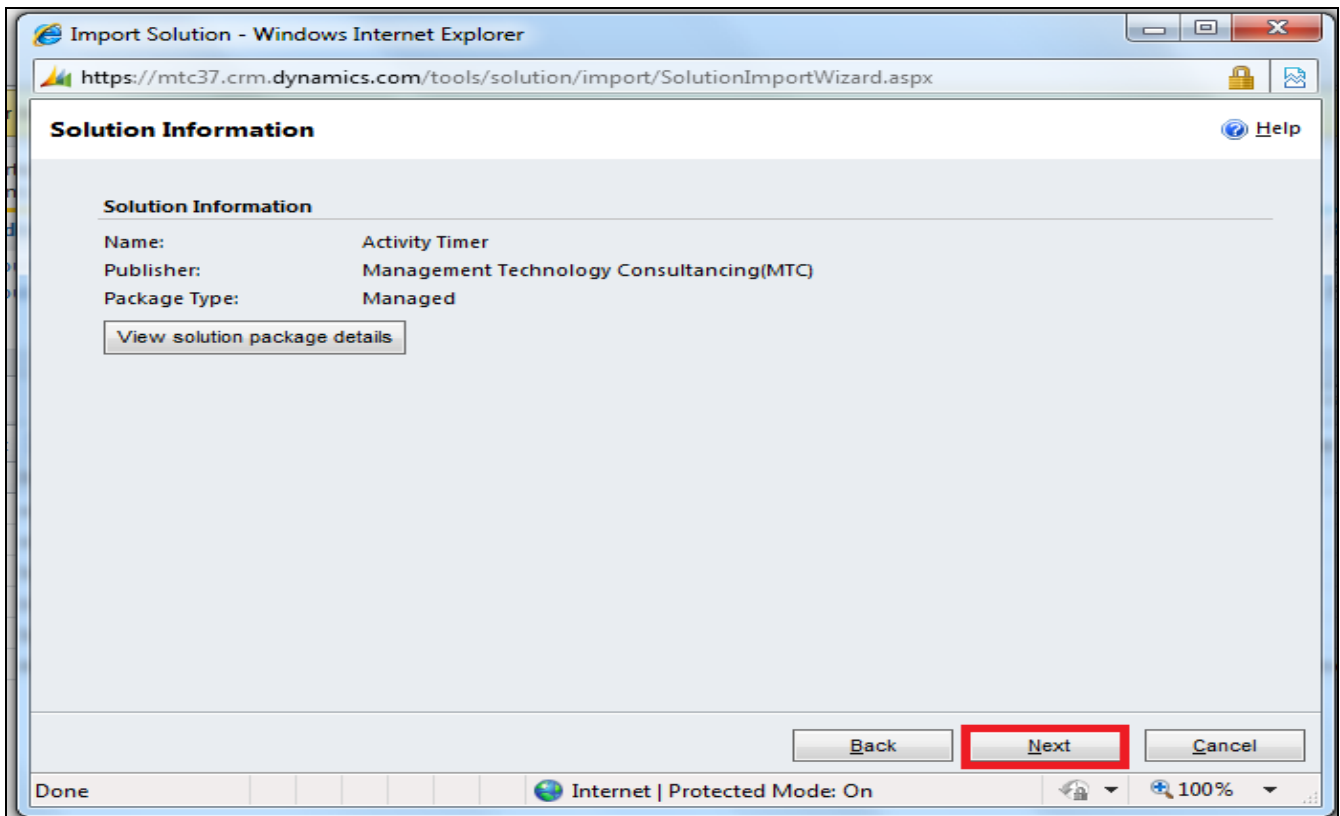


Figure 6: Import Solution... Contd.

- ▶ Select the Check Box which comes in between as “Activate any process and enable any SDK message processing steps included in the solution.” Press Next to continue as shown

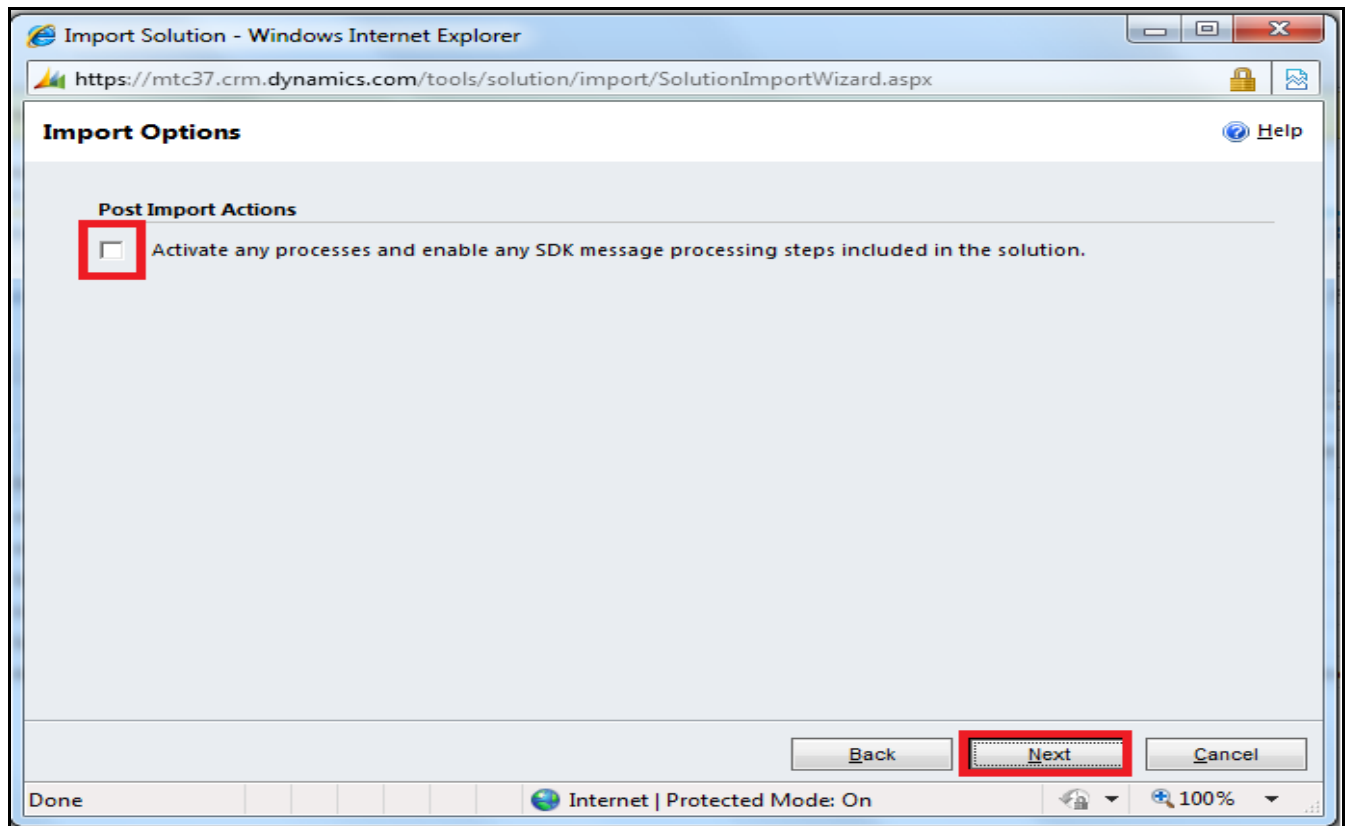


Figure 7: Import Solution... Contd.

- ▶ Click on next until the process is completed

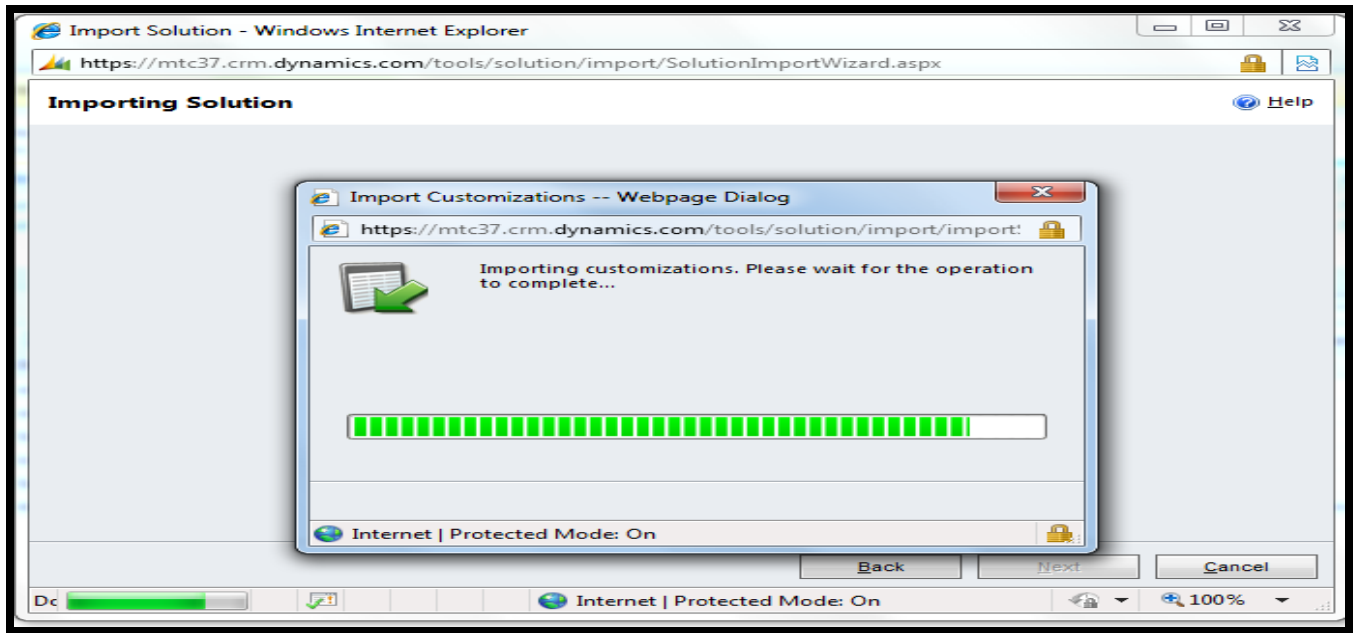


Figure 8: Import Solution.. Contd.

- ▶ Please wait for the operations to complete as shown in the above screen

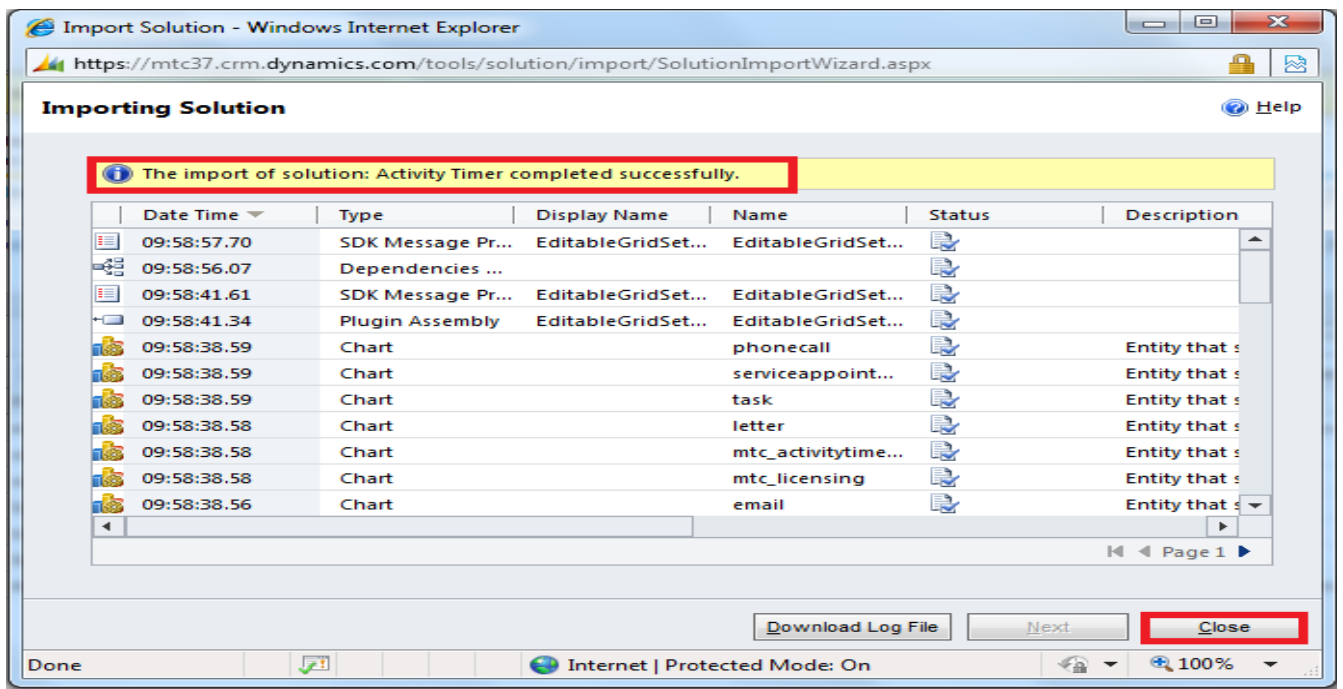


Figure 9: Import Solution.. Contd.

- ▶ Click on close Once you see the message “The import of solution: Activity Timer Completed successfully” displayed on the Yellow Ribbon.

Step 3:

- ▶ As soon as the uploading is completed it starts reflecting in CRM as shown

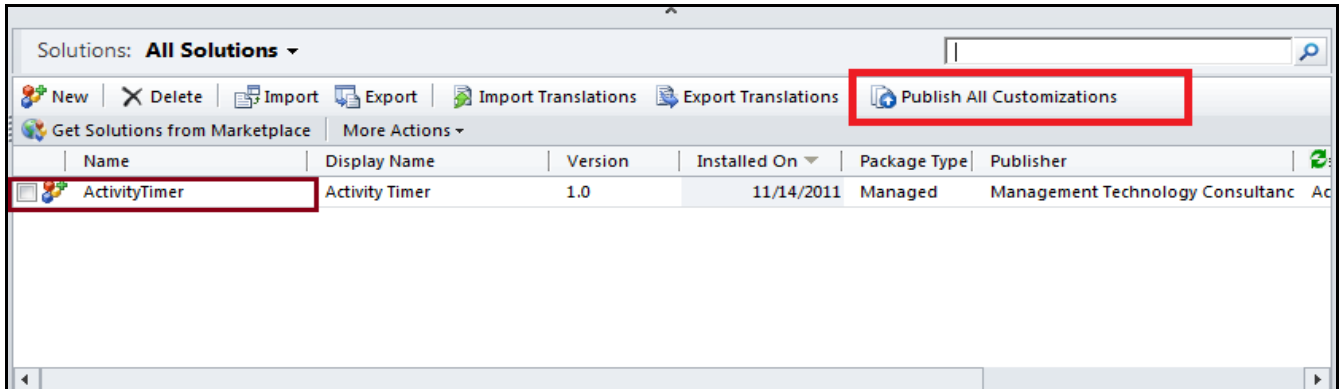


Figure 10: Solution Window

- ▶ Click on **Publish All Customizations** and refresh the webpage.

Step 4:

- ▶ To view the **ActivityTimer** click on ActivityTimer solution from solutions this window will open showing the Licensing and Settings

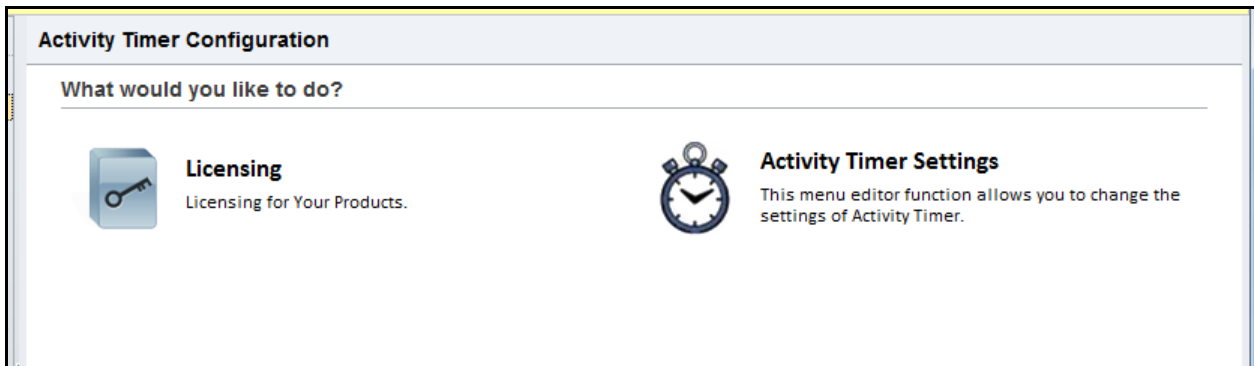


Figure 11: Activity Timer Configuration

Step 5:

- ▶ To get the Activity Timer as a Licensed product go to **Settings**→**Solutions** →**Activity Timer**→**Select the LICENSING** from the product suite, a window will appear as shown

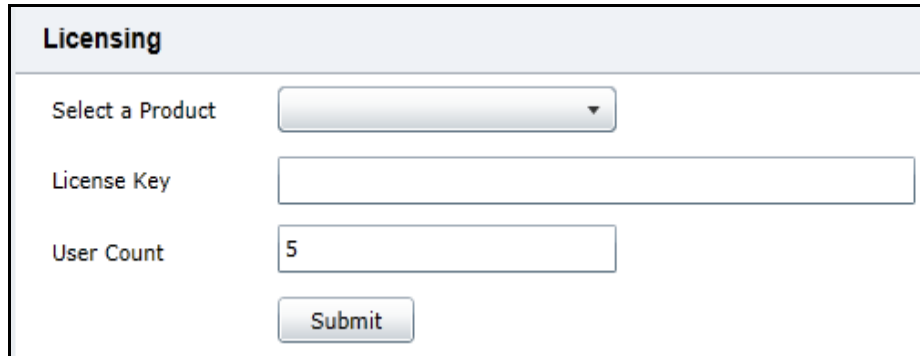


Figure 12: .Licensing

- ▶ Select the **product as ActivityTimer** enter the LICENSE KEY which you have received after placing the request (**Ref to Pagano: 14 -15 Licensing**)

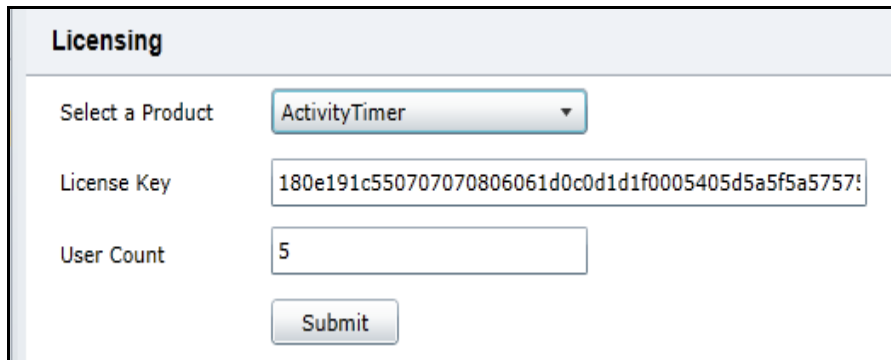
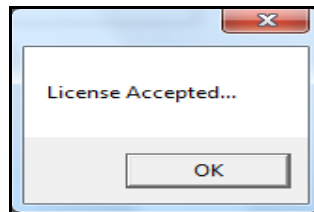


Figure 13: Licensing Window

- ▶ **Click on SUBMIT.** You will get a window showing “License Accepted”



Uninstallation

- ▶ To uninstall the Activity Timer from your CRM, open your online CRM go to **settings** → **solutions**. The solutions will appear.

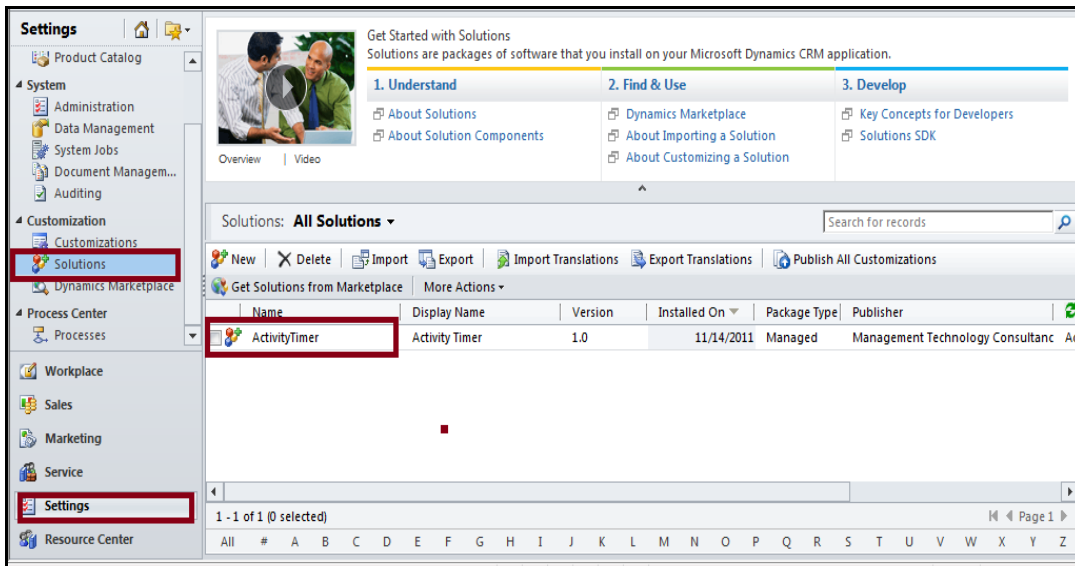


Figure 14: Uninstallation Menu

- ▶ To invoke uninstallation process start deleting the solution by **clicking on the checkbox of the solution you want to delete** → **click on delete button from the ribbon**. The ActivityTimer would be deleted.

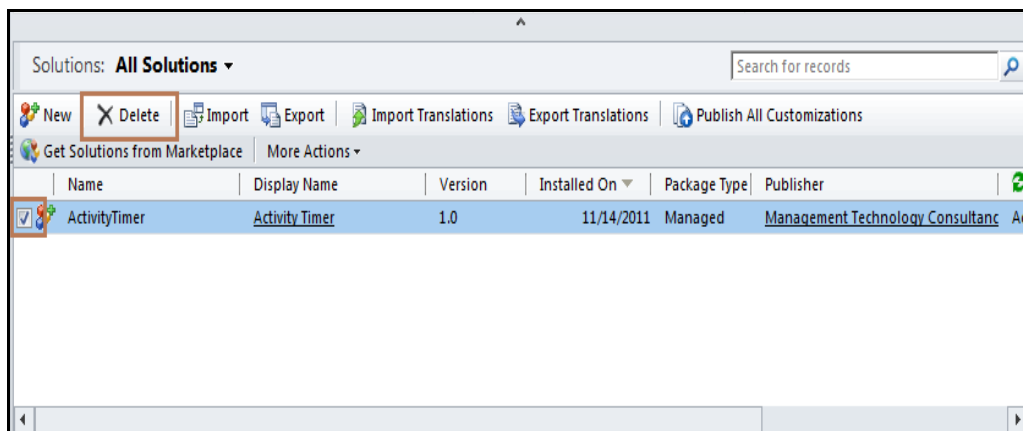


Figure 15: Solution Window

Licensing

- ▶ To install Editable Grid Suite you will require License Key, which you can get by sending an E-mail request to salesteam@mtccrm.com with your Organization Unique Name.
- ▶ To access your Organization Unique Name **Click on settings**→**Customizations**→**Developer resources** as shown

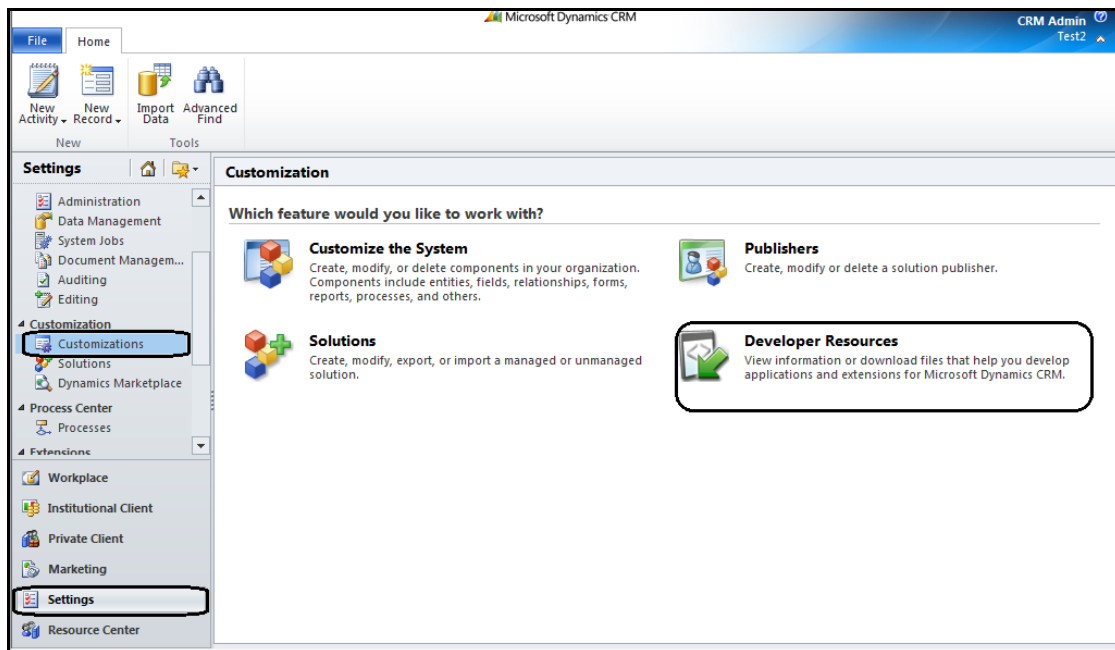


Figure 16: Customizations

- ▶ A window will open with **Organization Unique Name** as shown

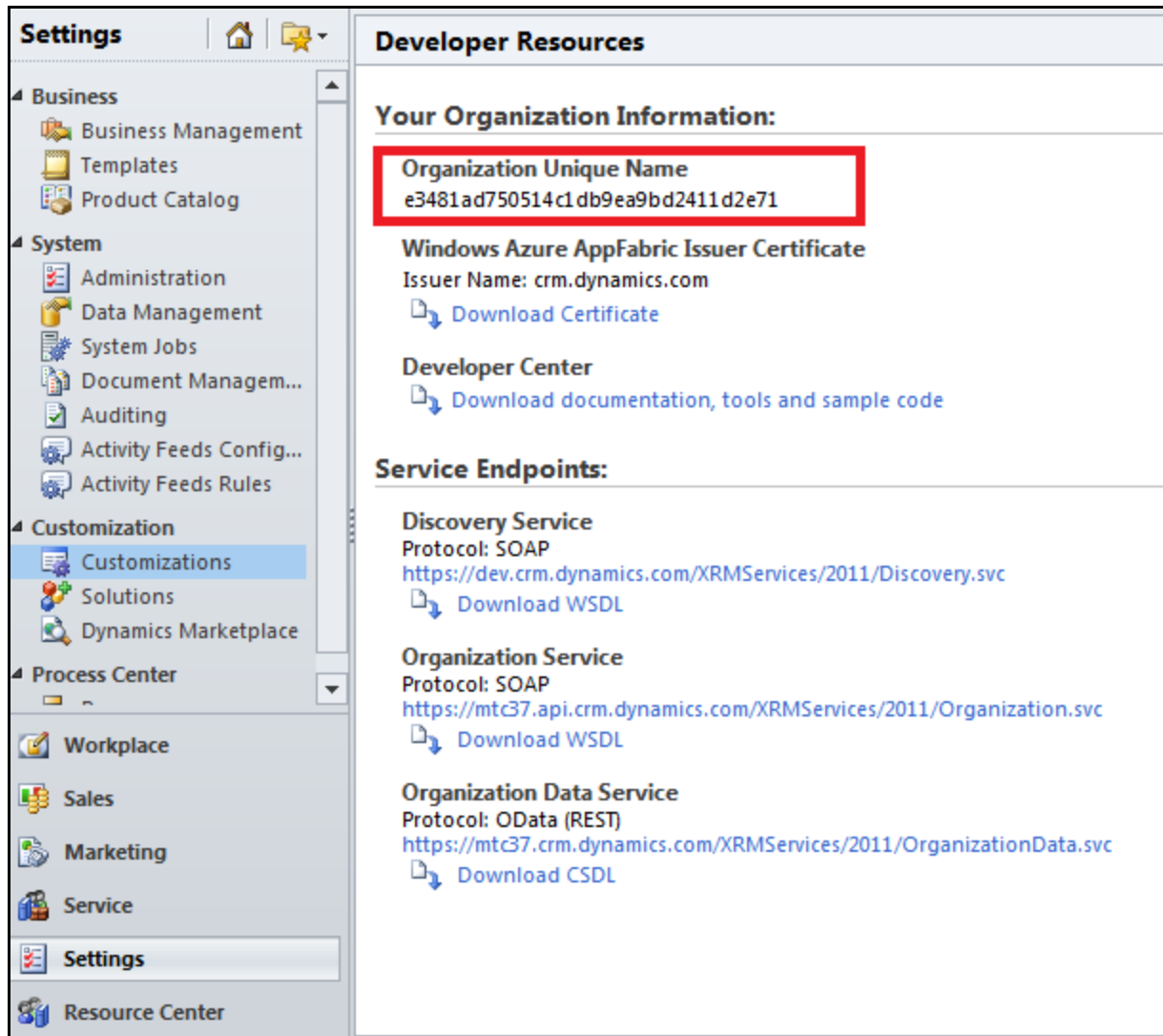


Figure 17: Developer Resources

- ▶ Send this Organization Unique Name through Email and you will receive your Licensing Key within 24 hours

NOTE: After placing the request you will receive the LICENSE KEY within 24 hrs.

Activity Timer Settings

This menu editor function allows you to change the settings of Activity Timer Settings allow Solution-wide Timing Function Control that includes:

- *Stopwatch started and stopped by User for a larger Task.*
- *Stopwatch started on open, stopped and recorded by close.*
- *User start/stop Override at Task Level.*
- *User Time Override at Task Level.*
- *Automatic Fixed-Time for instant Activities i.e. bulk emails, letters and fax.*
- *Hide or Show Stopwatch time appearance in CRM Activity.*

- ▶ To view the Activity Timer Settings go to **Settings**→**Solutions**→**ActivityTimer** a webpage will open as shown **Click on Activity Timer Settings**

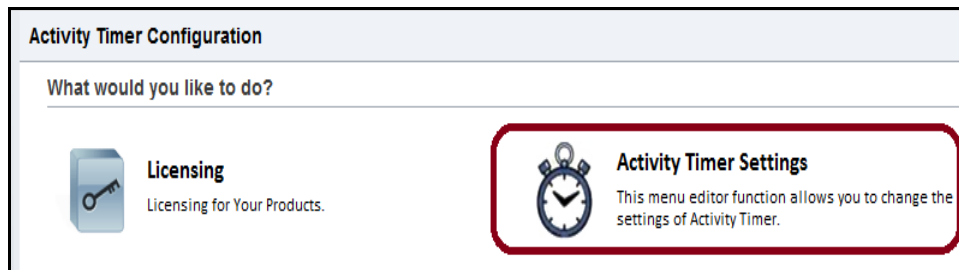


Figure 18: Activity Timer

- ▶ A window would be opened similar to the one below showing the **settings of the timer**.

| Activity Type | Auto Timer | Notes | Fixed Time | Display Timer |
|--------------------|--------------------------|--------------------------|----------------------|--------------------------|
| Task | <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> | <input type="checkbox"/> |
| EMail | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Fax | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| PhoneCall | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Appointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Serviceappointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

Save

Figure 19: Activity Timer Settings Area

- ▶ For Example If you want to **have Auto Timer on your activity window** click on the **check box** of that particular setting of your preferred activity type.

The screenshot shows the 'Activity Timer Settings' dialog box. It contains a table with the following columns: Activity Type, Auto Timer, Notes, Fixed Time, and Display Timer. The 'Task' row is selected. Callouts provide the following explanations:

- Auto Timer:** Starts when the activity is opened and records the time as soon as the activity is saved/closed.
- Notes:** Enables entering a record Note upon stopping the timer to record reasons for timer start/stop.
- Fixed Time:** A fixed amount of time can be applied to the use of the Activity regardless of actual duration. Ideal for automatic template emails, faxes, letter.
- Display Timer:** Enables display of the timer on header of the Activity.

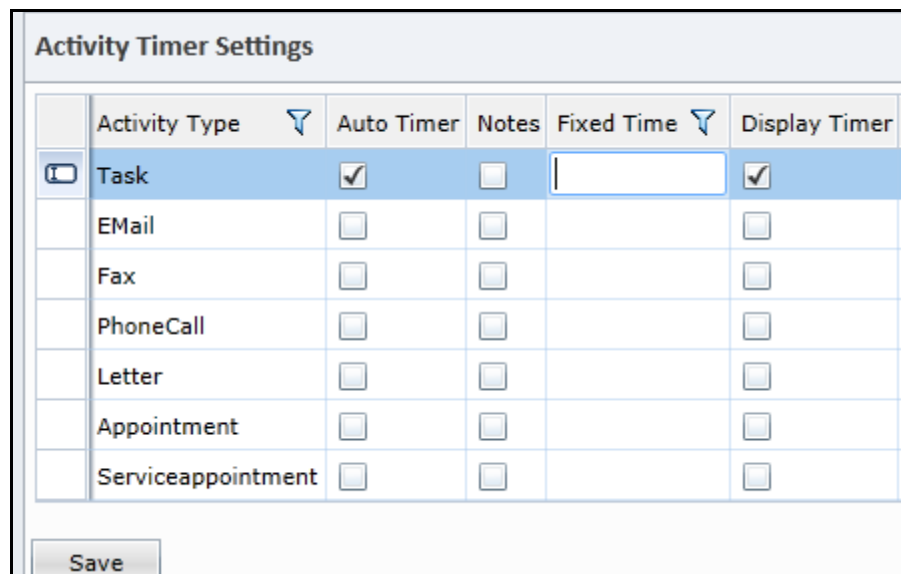
| Activity Type | Auto Timer | Notes | Fixed Time | Display Timer |
|--------------------|--------------------------|--------------------------|----------------------|--------------------------|
| Task | <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> | <input type="checkbox"/> |
| EEmail | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Fax | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| PhoneCall | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Appointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Serviceappointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

- ▶ You can set the settings in the activity timer as per your requirements and then **Click on Save.**

How to Use Activity Timer

Auto Timer :

- ▶ For example select the 'Task' from the Activity Type and check the 'Auto Timer' and the 'Display Timer'. If you have selected the 'Auto Timer' the clock starts running automatically as soon as you open the form and display timer shows the clock. Click on save. A pop up will come displaying "Settings Saved"



The screenshot shows a dialog box titled "Activity Timer Settings". It contains a table with the following columns: Activity Type, Auto Timer, Notes, Fixed Time, and Display Timer. The "Task" row is selected, and both "Auto Timer" and "Display Timer" are checked. A "Save" button is located at the bottom left of the dialog.

| Activity Type | Auto Timer | Notes | Fixed Time | Display Timer |
|--------------------|-------------------------------------|--------------------------|----------------------|-------------------------------------|
| Task | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> | <input checked="" type="checkbox"/> |
| EMail | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Fax | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| PhoneCall | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Appointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Serviceappointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

Figure 20: Auto Timer

- ▶ To see the Functioning of the Auto Timer go to workplace → Activities → select an existing task or a new task from the activities you can see the timer on the top of the form starting automatically when you open the form as shown

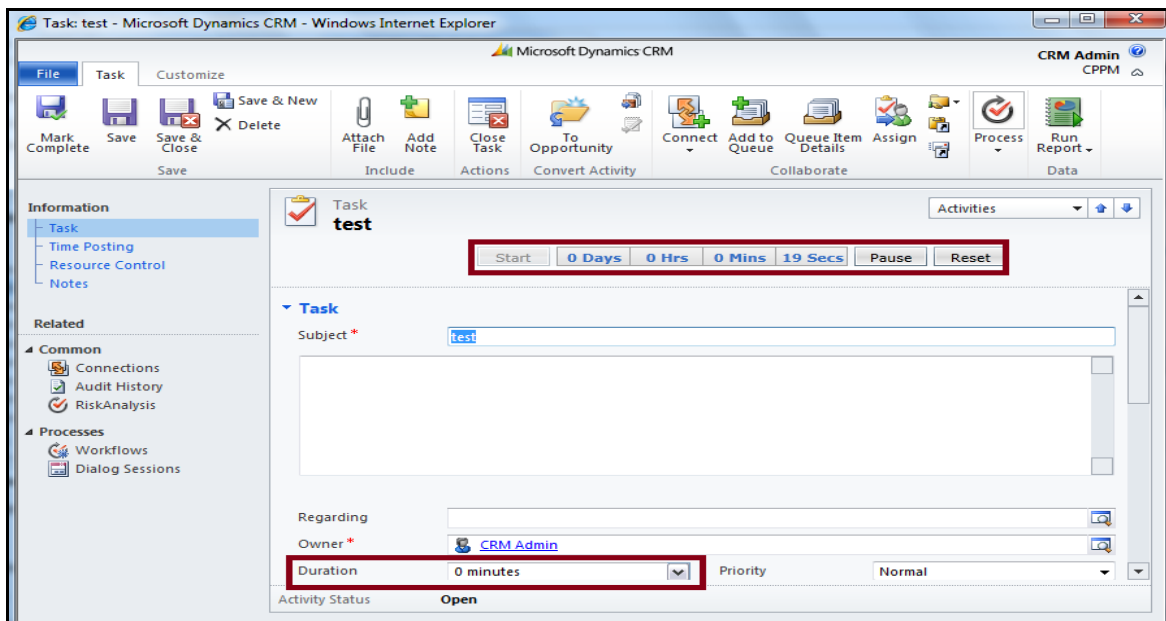


Figure 21: Task Window

- ▶ When you click on Pause, you can see the duration in the “Duration” Field as shown in the above window.

Notes :

- ▶ For example select the ‘Task’ from the Activity Type and check the ‘Notes’ and the ‘Display Timer’ .If you have selected the ‘Notes’ the notes window would be opened only for the saved records you can enter the text of your requirement and can save it. Display timer shows the clock. Click on save. A pop up will come saying “Settings Saved”

| Activity Timer Settings | | | | | |
|-------------------------|--------------------|--------------------------|-------------------------------------|------------|-------------------------------------|
| | Activity Type | Auto Timer | Notes | Fixed Time | Display Timer |
| ▶ | Task | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> |
| | EEmail | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| | Fax | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| | PhoneCall | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| | Letter | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| | Appointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| | Serviceappointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

Save

Figure 22: Notes

- ▶ In order to have a view how the **NOTES** works go **to workplace**→**Activities**→ **select an existing task or a new task from the activities**. If you have selected the **new task** first **enter the required details** and **save the task**.
- ▶ Now **Start the timer**(if you didn't select the Auto Timer in settings area) as shown

Task **testing**

Start **0 Days 0 Hrs 0 Mins 6 Secs** Pause Reset

Task

Subject * testing

Regarding

Owner * CRM Admin

Duration 30 minutes Priority Normal

Due

Category Sub-Category

Notes

Activity Status Open

Figure 23: Notes

- ▶ Pause the timer now you will get a window as shown

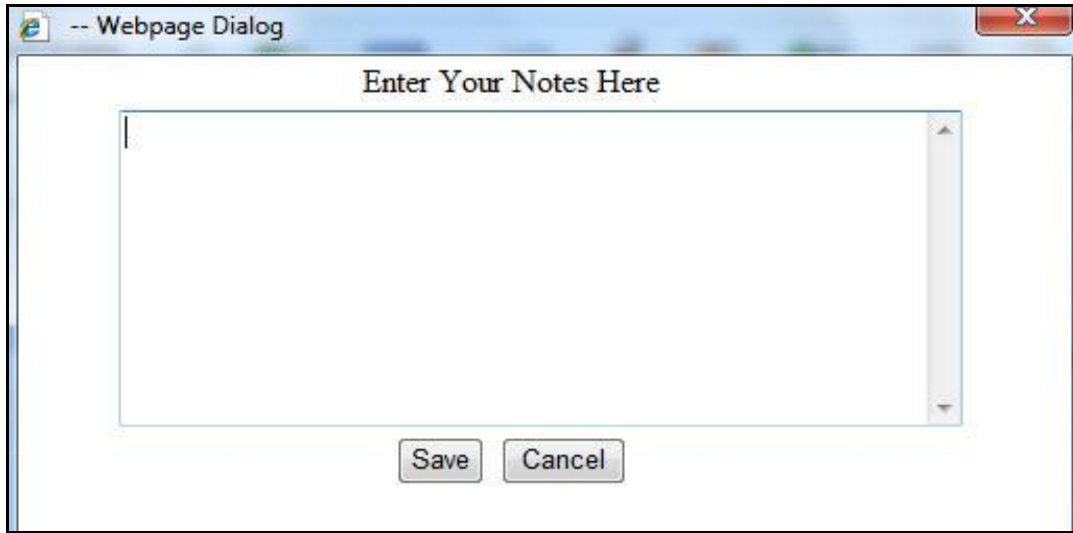


Figure 24: Notes Webpage Dialog

- ▶ **Enter the text** as per your need and then **click on the Save** button, the notes and the details will be saved.
- ▶ You can see the notes details on your activity form which is similar to the one shown here

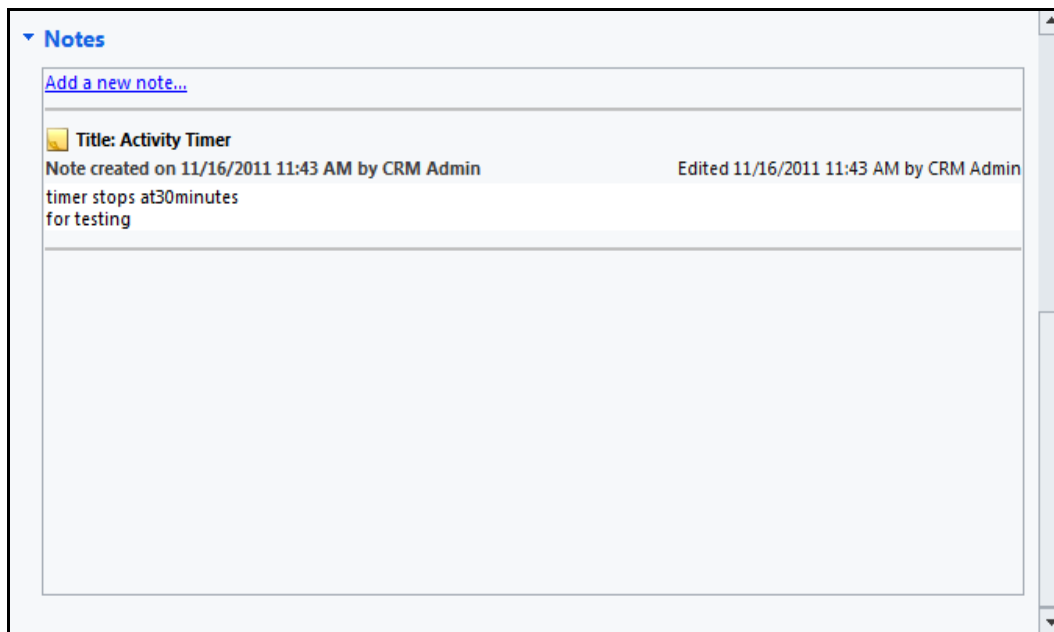


Figure 25: Notes

Fixed Time :

- ▶ For example select the 'Task' from the Activity Type and check the 'Fixed Time'. Enter the details in the text box as per your need(for example here the value entered is 30).If you have selected the 'Fixed Time' the timer on the activity windows starts from the given time which you have set in the activity timer settings. Click on save. A pop up will come displaying "Settings Saved".

| Activity Type | Auto Timer | Notes | Fixed Time | Display Timer |
|---|--------------------------|-------------------------------------|------------|-------------------------------------|
| <input checked="" type="checkbox"/> Task | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 30 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> EMail | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| <input type="checkbox"/> Fax | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| <input type="checkbox"/> PhoneCall | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| <input type="checkbox"/> Letter | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| <input type="checkbox"/> Appointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| <input type="checkbox"/> Serviceappointment | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

Save

Figure 26: Fixed Time

- ▶ To see the working of the fixed time go to **Workplace**→**Activities**→**Open an existing task or new task** the activity timer would be displayed on the top of the form as shown. Click on start (if you didn't select the Auto Timer in settings area).The timer starts from the point of time which you have given in the activity settings area (**ex: from 30 min**) as shown

Task testing

Start 0 Days 0 Hrs **30 Mins** 0 Secs Pause Reset

Task

Subject * testing

Regarding

Owner * CRM Admin

Duration 30 minutes Priority Normal

Due

Category Sub-Category

Notes

Activity Status Open

NOTE: In "Fixed Time" the time should be entered in "Minutes".

- ▶ In **APPOINTMENT AND SERVICE ACTIVITY** the **activity duration** is loaded in the **Actual Duration** Field as shown

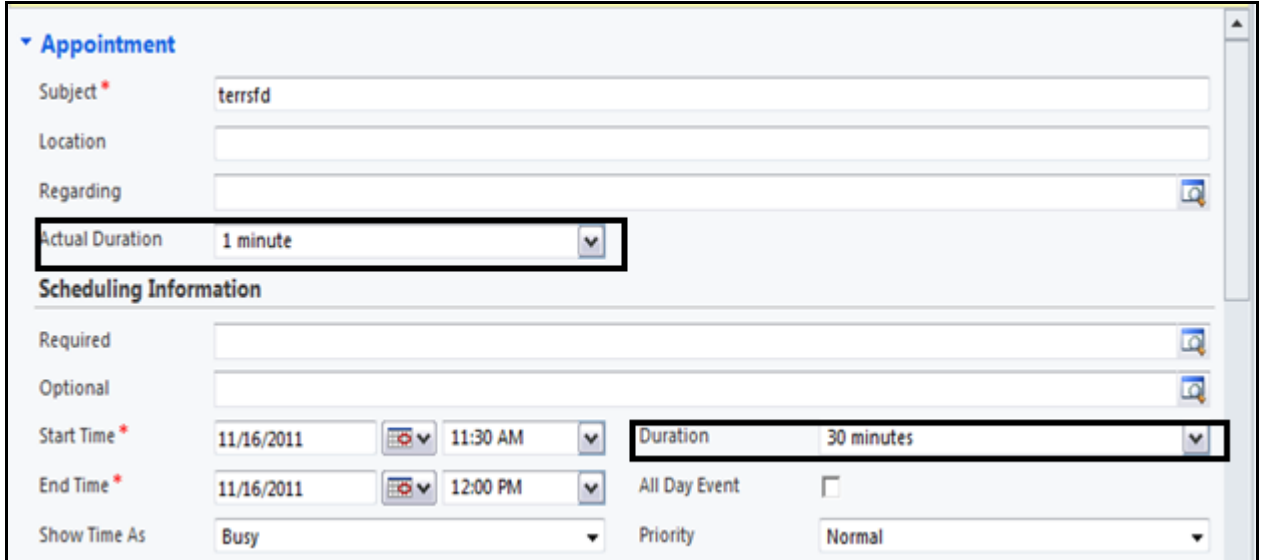


Figure 27: Appointment & Service Activity

- **Actual Duration** : Gives the Actual time of the activity i.e. for appointment and service activity.
- **Duration** : Gives the duration of the appointment or service activity.

NOTE: Actual Duration field can be seen only in Appointment and Service Activity.

NOTE: The usage of Activity Timer is similar to all other Activity Types.

Better CRM Activity time tracking makes for better client relations and that makes for greater revenue realized.

- ▶ *The Activity Timer can be applied to the following Activity Types only*

- *Task*
- *E mail*
- *Fax*
- *Phone Call*
- *Letter*
- *Appointment*
- *Service Activity*

MTC Overview

MTC develops an ever growing and extensive family of add-on products, complete solutions, and core development technologies for the Microsoft Dynamics CRM platform.



Small and medium sized businesses (SMB) can now affordably – cheaply – build the kind of enterprise automation system that distinguishes the best businesses on earth.

SMB Custom Enterprise is your business's exact fit for a complete low cost business-specific companywide automation solution - marketing to operations to accounting in a closed loop - built on the Microsoft Dynamics XRM platform technologies. Starting with the Microsoft CRM platform in either a monthly Online or wholly-owned on-premise implementation you choose from a large and growing set of packaged option functionality where you determine what non-standard additional functions you want on this solution, then add them.

For more information on the dozens of integrated products of the **SMB Custom Enterprises solution set** visit: www.MTCCRM.com



Management Technology Consulting LLC (MTC) is dedicated exclusively to the Microsoft Dynamics CRM / XRM platform and CRM web portal technologies in the business of delivering add-on products and services. MTC is a Microsoft Gold Certified Partner and Independent Solution Vender working on Microsoft CRM since the introduction of the platform.

MTC's product offerings include development technologies for the Dynamics CRM platform, add-on enhancements of features and major functions to CRM, as well as complete vertical-market enterprise versions of Dynamics CRM serving an every growing list of industries and organization types.



MTC's services are built on a global **24/7** rapid-response low-cost MTC is US headquartered company optimized for low-cost on-demand global engagement with regionalized contacts and a development facility in Hyderabad India adjacent to Microsoft's facility.

The Global CRM Community DynamicsExchange.com

MTC is the founding and managing partner of the Microsoft Dynamics CRM platform Community at www.DynamicsExchange.com. Dynamics Exchange is crowd-source built and dedicated to driving down the costs of implementation and enhancement of the Microsoft Dynamics CRM platform with unique and innovative social networking and knowledge resource allocation processes. Dynamics Exchange is the

leading community free and open to Microsoft CRM users and professionals for support, training, knowledge, products, and services worldwide.

MTC's low-cost and fixed-rate professional services current rate schedule:

www.MTCCRM.com/MTC_Services.pdf

End User License Agreement (EULA)

Important – Read Carefully. This MTC End-User License Agreement (“Agreement”) is a legal agreement between you (on the one hand) and MTC, Technologies, Inc. (“MTC”) and its OEM partner(s). (“OEM”) (on the other hand), for the software product identified above (the “Product”), which includes computer software and may include associated media, printed materials, and online or electronic documentation. By installing, copying, or otherwise using this Product, you agree to be bound by the terms of this Agreement. If you, the End-User, do not agree to the terms of this Agreement, do not install or use this Product; may, however, return it to your place of purchase for a refund.

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1. End-User represents and warrants that it is authorized and empowered to enter into this Agreement. Represents and Warrants that it is authorized and empowered to grant the rights hereinafter set forth.
2. MTC and its OEM partner(s) hereby grants End-User a non-exclusive, non-transferable right to use the Product, subject to the use restrictions and limitations set forth in Section 5 and Section 6 below.
3. MTC shall provide End-User with one (1) machine-readable copy of the Product.
4. End-User acknowledges that the Product is confidential, proprietary material owned and copyrighted by MTC. End-User agrees that MTC and its OEM partner(s) shall retain exclusive ownership of the Product, including all literary property rights, patents, copyrights, trademarks, trade secrets, trade names, or service marks, including goodwill and that MTC may enforce such rights directly against End-User in the event the terms of this Agreement are violated.
5. The Product is intended for use solely by End-User for their own internal purposes as an alternative electronic information source of data. The Product may only be used at the location(s) licensed and paid for by End-User to the MTC. End-User agrees not to copy, modify, sub-license, assign, transfer or resell the Product, in whole or in part. End-User agrees not to translate, reverse engineer, decompile, disassemble, or make any attempt to discover the source code of the Product (except and only to the extent applicable law prohibits such restrictions). End-User further agrees not to download/upload the Product, in whole or in part, or to establish a network, place data on the Internet, or offer a service bureau utilizing the Product. End-User agrees to restrict access to the Product to designated employees and to use its best efforts to prevent violation of these restrictions by agents, employees and others, taking such steps and reasonable security precautions as may be necessary. End-User shall permit MTC and/or its representative access to its premises during normal business hours to verify compliance with the provisions of this Agreement.
6. This license authorizes use of the Product at a single location, which shall mean a single location **CONFIDENTIALITY NOTICE** - The information contained in this document is confidential and proprietary. This document is to be used with the understanding that it will be held in strict confidence and not used for reasons unrelated directly to the specific purpose of this document. No part of the document may be circulated or reproduced for distribution outside the Client organization without prior written permission from Management Technology Consulting LLC which uses or accesses the Product either from a computer or terminal on site or through a computer or terminal at a supporting location.
7. This Agreement shall remain in force as long as the End-User using the Product is paying the periodic maintenance fee. Failure to pay the periodic maintenance fee shall cause this agreement to expire. MTC or End-User may terminate use of the Product and this Agreement by written notice, at least thirty (30) days prior to the termination. Within thirty (30) days after expiration or notice of termination of the Agreement, End-User shall return to Nodus, postage prepaid, all copies of the Product. Continued use of the Product or any information contained therein or supplied under this Agreement after termination, or expiration of this Agreement is expressly prohibited.
8. All UPDATES provided by MTC and its affiliates shall be considered part of the Product and subject to the terms and conditions of this Agreement. Additional license terms may accompany UPDATES. By installing, copying, or otherwise using any UPDATE, End-User agrees to be bound by this Agreement and any terms accompanying each such UPDATE. If End-User does not agree to the additional license terms accompanying such UPDATES, do not install, copy, or otherwise use such UPDATES.

9. End-User agrees that MTC and its affiliates may collect and use technical information End-User provide as a part of support services related to the Product.
10. End-User acknowledges that the Product is of U.S. origin and agrees to comply with all applicable international and national laws that apply to the Product, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments.
11. MTC REPRESENTS THAT THE PRODUCT DOES NOT VIOLATE OR INFRINGE ANY PATENT, TRADEMARK, TRADE SECRET, COPYRIGHT, OR SIMILAR RIGHT. IN THE EVENT THE PRODUCT IS HELD TO INFRINGE THE RIGHTS OF ANY THIRD PARTY, MTC SHALL HAVE THE OPTION EITHER TO PROCURE THE RIGHT FOR THE END-USER TO CONTINUE USING THE PRODUCT OR AT NODUS'S EXPENSE, TO REPLACE OR MODIFY THE PRODUCT SO THAT IT BECOMES NON-INFRINGEMENT. MTC AND ITS OEM PARTNER(S) MAKE NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE ACCURACY OF THE PRODUCT, THE MERCHANTABILITY AND FITNESS OF THE PRODUCT FOR A PARTICULAR PURPOSE. FURTHER, MTC DOES NOT WARRANT THE COMPATIBILITY OF THE PRODUCT WITH END-USER'S COMPUTER HARDWARE AND/OR SOFTWARE SYSTEM.
12. End-User's sole and exclusive remedy for any damage or loss in any way connected with the Product furnished herein, whether by breach of warranty, negligence, or any breach of any other duty, shall be, at Nodus' option, replacement of the Product or return or credit of an appropriate portion of any payment made by End-User with respect to such Product. Under no circumstances shall MTC or its OEM Partner(s) be liable to End-User or any other person for any indirect, special or consequential damages of any kind, including, without limitation, damages for loss of goodwill, work stoppage, computer failure or malfunction or any and all other commercial damages or losses. Additionally, MTC assumes no liability for damages caused by incorrect parts usage and has no responsibility to verify that the parts are correct for a customer's vehicle in accordance with the manufacturers' specifications.
13. MTC may cancel this license at any time if End-User fails to comply with the terms and conditions of this Agreement; and MTC may obtain injunctive relief and may enforce any other rights and remedies to which it may be entitled in order to protect and preserve its proprietary rights.

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14. This Agreement is the complete and exclusive statement of the understanding between the parties, with respect to the subject matter, superseding all prior agreements, representations, statements and proposals, oral or written.

15. No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

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General

The laws of the State of California shall govern this Agreement. This Agreement is the entire agreement between MTC and End-User concerning the Product and supersedes any other communications or advertising with respect to the program and accompanying documentation. If any provision of the Agreement is held invalid, the remainder of the Agreement shall continue in full force and effect. If you have any questions, please contact in writing: Management Technology Consulting LLC, 7738 Sky hill Drive, Los Angeles, CA 90068, Tel: (323) 851-5008.

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