



SUPPORT AND PRODUCT LIFECYCLES

» SCOPE OF SUPPORT

Technical Support is intended to assist, troubleshoot and resolve specific issues resulting from use of CenterTools products on a supported platform with all pre-requisites met. Issues arising from a need for training, implementation services, and customization (scripting) may be referred to our certified partners to contract for the services appropriate to the need.

Technical Support for supported products is available via a variety of contact methods, which include a knowledge base, email support request and telephone support during scheduled support hours for current software versions. The current support status information for each product can be found on the DriveLock website. Technical Support reserves the right to request that a customer upgrade to the current version to resolve a known problem or technical issue. The provision of technical support does not imply that CenterTools will fix software defects or make changes to the software.

The following items are NOT generally supported:

- Operating systems and third party applications
- Alterations or revisions to the CenterTools software made by the customer
- Continued support for issues, which CenterTools has provided corrections not implemented by the customer or data requested from the customer but not provided
- Beta versions of CenterTools software
- Free or no-cost CenterTools software products and tools

» PRODUCT LIFECYCLE

All products go through the following phases during its lifecycle; the length of each phase may vary according to the specific product.

These phases include:

- Beta: new product, pre-release (optional)
- Released to manufacturing (RTM): new product version releases
- Continued Support (CONS): two previous product releases
- End-of-Life (EOL): products not longer supported

The level of technical support available during a product's lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each product can be found on the DriveLock website. (Information regarding support status is described as "RTM", "CONS" and "EOL" with equivalent terms noted below.)

Beta - During a product beta program, CenterTools will provide support during normal working hours for the product. Beta code is only available to parties with a beta testing agreement.

RTM - For all products in this phase of the lifecycle, CenterTools will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings will consist of new releases, maintenance releases, service packs and/or hotfixes. Hotfixes and service packs are not available for all products. Support services include, but are not limited to Knowledge Base, email support, and phone support during business hours.



CONS - Once a new version becomes available, CenterTools will no longer actively develop new fixes or service packs for the previous two releases, but hotfixes will be provided in case of security flaws or critical issues. Technical Support reserves the right to request that the customer upgrade to the current version, which is only available with a current support plan agreement. Providing technical support does not imply that CenterTools will fix software defects or make changes to the software. CenterTools will continue to provide the same level of technical support you currently enjoy with the following exceptions:

1. If a product defect is found and verified, CenterTools Technical Support will document and evaluate the defect.
2. Where a workaround for the issue exists, CenterTools will not provide programmatic fixes for the products. Workarounds that may cause performance issues, scalability issues, or are labor intensive for the customer are considered valid workarounds.
3. In the event that the issue requires functional enhancements to the product, please be advised that CenterTools will not provide further enhancements for these releases. This means that CenterTools will not develop additional features and/or functionalities for those releases, but maybe within new releases.

EOL - Following the end of the published version support availability time period, CenterTools will no longer provide support for those versions. CenterTools will no longer develop new fixes or service packs for these releases. Knowledge Base articles may remain available for a period beyond this withdrawal date. CenterTools will not accept support requests for releases for which support has been withdrawn or for products available at no charge.

Please contact your CenterTools sales partner if you have questions regarding products in this phase.