

Update Bulletin

ISS45 V7 Telephone Support Extension; V8 Option and Advanced Promotion on Keys

June 11, 2012

ISS45 V7 TELEPHONE SUPPORT EXTENSION

Since the announcement of V7's end-of-service (and free V8) in May, several dealers have requested additional time to plan the conversion of their V7 base to V8.

Although V8 remains the go-forward for all installed ISS45 systems, StoreNext is extending V7 telephone support:

- Standard telephone support for V7 will be extended through Q3 of 2012
- Support for "critical incidents" (store down etc.) will be extended through Q4 of 2012
- Telephone support will not be available for V7 after December 31, 2012

V7 telephone support will be provided on a "best-efforts" basis: response and resolution service levels will not likely be as fast as normal. Dealer personnel calling for support must be V7 certified (as per usual policy), and calls are accepted only for Level 3/Level 4 services. Level 1/Help Desk and Level 2 caliber issues remain the sole responsibility of the dealer.

There are no current plans for additional V7 releases, but StoreNext will consider patches in the case of severe and immediate business impact that precludes a V8 upgrade for resolution.

V8 OPTION AND ADVANCED PROMOTIONS OPTION

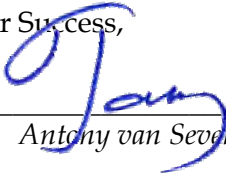
StoreNext announced in May that license fees for the V8 and Advanced Promotions options would end, smoothing the way for V8 upgrades. The extension of V7 telephone support does not affect this decision or pricing, and these two options will remain at no charge.

The announcement restricted no-charge availability of these features to 8154-090 and 8160-070. These June sub-releases simplify V8 upgrades, since they do not check the software protection key (HASP) for the presence of V8 or Advanced Promotions, and therefore those features are enabled without having to file SKIFs and order key upgrades.

Upon request, StoreNext *will* provide changes to current V7 keys to enable the V8 Option and Advanced Promotions on older non-supported V8 releases. The standard key upgrade fee will apply (please order PIN 45000/010, \$35 per key), but there will be no application license charges.

The [original May announcement](#) has been updated to reflect these changes.

To Your Success,



Antony van Seenter