

Update Bulletin

ISS45 V8 and Advanced Promotions Now No Charge for All V7 Users

June 11, 2012
Issue 2a

StoreNext is removing the application license fees for the “V8 Option” and the V8 Advanced Promotions option. The change is effective immediately with support provided in releases ISS45 8160-080 and ISS45 8154-090.

All new ISS45 systems since July 24, 2006 have been licensed for V8 and Advanced Promotions. Now, *all* ISS45 systems – regardless of purchase date – are considered to be licensed for V8 operation and Advanced Promotions without additional charges as of these updated software versions.

QUESTIONS AND ANSWERS

Why is StoreNext offering free V8? – StoreNext and Retailix are dedicated to protecting the investments of all our ISS45 customers. The go-forward version of ISS45 is V8, so we are making V8 available to all licensed V7 customers.

But isn't V7 still a good product? – V7 was first installed in 1994 – 18 years ago – and it was certainly great in its day. But some facets of the system have made V7 progressively more difficult to support with the hardware and software platforms and resources now standard in 2012 and going forward.

I have a customer who bought ISS45 in 2008. But I installed V7 in that store. Can I upgrade them to V8 without a charge? – Yes! That customer has been licensed for V8 and Advanced Promotions from the start, even though they may have been running V7 up to now.

What about a V7 install from 2001? This customer never purchased the V8 option and they're still using V7. – Yes! That customer will now be able to install ISS45 V8 (and Advanced Promotions) with no additional ISS45 license fees

Are dealers now required to de-install all V7 sites? – No! Customers and dealers are now being given the option to upgrade to V8 and Advanced Promotions with no additional ISS45 license fees. While the upgrade to V8 software is highly recommended, StoreNext is not forcing any V7 de-installs.

ISS45 V8 virtually requires that Advanced Promotions be used. If a V7 customer upgrades to V8, will they need to pay for an Advanced Promotions license? – No! Along with the V8 option at no charge, StoreNext is also removing the license fees for Advanced Promotions.

ISS45 requires SQL to operate. What costs will that involve? – Microsoft SQL Workgroup is priced at \$150 (list) per controller or workstation (not required for POSTs). Dealer platform discounts apply and this minor expense should not present an obstacle.

How can I get these upgrades? Will I need to file SKIFs and get new keys and key upgrades? – No changes or upgrades to the HASP keys are needed with the new 8160-080 and 8154-090 releases! Dealers will be able to upgrade sites to these new V8 releases without any SKIFs, orders, or changes to the HASP keys. These releases are both scheduled for June 2012.

What if I want to upgrade a V7 customer to 8141 or install an earlier V8 release instead? – StoreNext is providing the free V8 and Advanced Promotions options on currently supported V8 releases.

What if I have a customer that demands the free V8 and Advanced Promotions on an older release? – Dealers can order the V8 option and Advanced Promotions at no charge for existing keys to support older releases. The normal order process (including the SKIF) must be followed, but no license charges apply. The standard key service fee (PIN 45000/010 – \$35 per key) applies.

What about V8 upgrade tools? – New ISS45 V7→V8 upgrade tools with additional capabilities and file support have just been provided and are now available for your use on the StoreNext Dealer Support Web site.

Will there be any more V7 releases? – StoreNext has sold only ISS45 V8 licenses for the past six years, and development effort has increasingly been focused into V8. Future V7 patch releases for critical items with high and immediate business impact will be considered if possible, but there are no plans for major V7 releases beyond the current 7150 product.

What about V7 phone support? – StoreNext has extended a grace period for V7 telephone support on an as-available basis through Q3-12 for standard Level 3/Level 4 issues. Support for “critical incidents” (store down etc.) will be extended through Q4 of 2012. Support resources will be focused on V8, however, and response and service levels for V7 questions will be limited.

What about V7 phone support in 2013? – ISS45 V7 has reached end-of-service, and no telephone support of any kind is planned beyond the 2012 extension period.

How will this affect ISS45 SMS fees? – StoreNext’s decision to give customers no-charge V8 and Advanced Promotions will not change the ISS45 SMS fee structure.

