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SUBJECT:	Software Maintenance and Release Process
DATE:	1/13 SUPERSEDES: 3/06

TITLE: ESS6, Software Maintenance and Release Process

POLICY: Retalix provides support for software products by providing patches and maintenance releases to software products via Software Maintenance and Support (SMS).

SCOPE: All Retalix Channel Partners, Field Personnel, Commercial

PROCEDURES: Retalix uses the following methods to handle faults on software products:

1. Software Release Strategy

- 1.1. Major Releases: Retalix provides major releases of most software products approximately once per year.
 - 1.1.1. Major releases are currently distributed on CD-ROM only
 - 1.1.2. Major releases may also be available for upgrades via Code Distribution for some products. ISS45 V7 (legacy only) and ISS45 V8 releases are available via code distribution.
 - 1.1.3. If code distribution is used, several previous major or minor releases can be upgraded "inclusively" (intermediate upgrades not required) depending upon the release. These capabilities are described in the release's accompanying documentation.
 - 1.1.4. Major releases are likely to contain new features as well as corrections to faults
 - 1.1.5. Major releases are fully regression-tested and hardware-certified
 - 1.1.6. Major releases are normally provided with new documentation as well as a Release Notes manual pertaining to the changes introduced with the release
 - 1.1.7. Once internal testing is complete, major releases are subjected to a Customer Trial phase where the new release is in a controlled release status.
 - 1.1.7.1. A Customer Trial agreement between Retalix and the dealer must be executed in order for software under Controlled Release (customer trial phase) to be provided to a dealer.



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- 1.1.7.1.1. The first customer trial of POS software (ISS45 and ScanMaster) is conducted with the POS software only, not including ancillary systems such as self-checkout, Fuel, Loyalty, RBO etc. This customer trial phase (“Customer Trial I”).
- 1.1.7.1.2. When Customer Trial I has been completed, Customer Trial II, which is open to the POS product as well as all ancillary systems, can begin.
- 1.1.7.2. Once the customer trials have been completed, the major release will be distributed. Under the “Retailix-in-a-Box” system, Retailix will not normally graduate a major release to General Release status until the Customer Trial II has been completed.
- 1.1.7.3. During the Customer Trial phase, the Channel Partners involved are requested to immediately escalate any incidents to Retailix’s Director of Customer Satisfaction directly.
- 1.1.8. A major release will increment the major release number of the software’s version nomenclature – for example, ScanMaster 2.03.00-50 is the initial major release following ScanMaster 2.02xxx. (See “Release Nomenclature” below in this Policy.)
- 1.1.9. Major releases typically provide new a new documentation set. Not all documents may be updated, however, and documentation is provided at Retailix’s option.
- 1.2. Minor Releases: Retailix may provide minor releases of most software products.
 - 1.2.1. Minor releases are typically distributed on CD-ROM only
 - 1.2.1.1. Minor releases may also be available for upgrades via Code Distribution for some products. ISS45 V7 (legacy support only) and ISS45 V8 are currently supported via the Code Distribution system.



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- 1.2.1.2. If Code Distribution is used, several previous major or minor releases can be upgraded “inclusively” (intermediate upgrades not required) depending upon the release. These capabilities are described in the accompanying documentation.
- 1.2.2. Minor releases may, at Retalix’s option contain new features as well as corrections to faults
- 1.2.3. Minor releases are fully regression-tested and hardware-certified
- 1.2.4. Minor releases are normally provided with a Release Notes manual pertaining to the changes introduced with the release. Complete new documentation is not normally released in conjunction with minor releases.
- 1.2.5. Depending upon the content of a specific minor release, Retalix may or may not require a Customer Trial/Controlled Release phase for minor releases. Any such customer trial phases will be scheduled at Retalix’s option.
- 1.2.6. A minor release will increment the minor release number of the software’s version nomenclature – for example, ISS45 8.1.5.1-050 is the initial minor release following ISS45 8.1.5.0-xxx. (See “Release Nomenclature” below in this Policy.)
- 1.3. Sub-Releases: Retalix provides sub-releases (also known as “maintenance releases” or “patches”) as required by the urgency required by faults and features.
 - 1.3.1. Sub-releases are distributed via the Retalix Support Web site
 - 1.3.1.1. Sub-releases via Web site distribution are inclusive, and any sub-release will update the initial -050 release and all subsequent releases to the current release of a given version. (See “Release Nomenclature” below in this Policy.)
 - 1.3.2. Sub-releases are also distributed via code distribution for some products
 - 1.3.2.1. ISS45 V7 (legacy support only) and ISS45 V8 are currently supported via code distribution



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- 1.3.2.2. Sub-releases via Code Distribution are inclusive, and a sub-release from Code Distribution will update the - 050 release of the current release and all subsequent sub-releases to the current sub-release of a given major or minor version
 - 1.3.3. Sub-releases may contain new features as well as corrections to faults
 - 1.3.4. Sub-releases are carefully tested in the affected Minor releases are fully regression-tested and hardware-certified
 - 1.3.5. Sub-releases are normally only provided with a Release Notes manual if substantial new features are provided that make such documentation useful or appropriate. Complete new documentation will not be released in conjunction with sub-releases.
 - 1.3.6. Except in unusual cases driven by an included new feature, Retailix will not normally require a Customer Trial/Controlled Release phase for sub-releases.
2. Incident and Fault Classifications: Reported incidents and fault are classified by Retailix technical support. Classifications are not priorities, and do not necessarily reflect the order in which fixes will be released, although of course the classification will figure heavily in priority decisions. Retailix's fault classifications are:
- 2.1. A – These are the most serious problems that would result in the unavailability of a critical system service such as POS or accounting. Unrecoverable data corruption and shopper receipt accounting problems are also normally classified "A". No reasonable work-around is known.
 - 2.2. B – These incidents or faults involve temporary loss of a system service, temporary/recoverable data loss, or other faults that would otherwise be classified as "A" but a reasonable work-around is available. Most problems that have an immediate negative impact on shopper service or credibility (e.g. receipt problems not classified "A") will be classified "B".



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- 2.3. C – A fault will be classified as “C” if it does not specifically meet the classification requirements of “A”, “B” or “D” incidents or faults.
 - 2.4. D – Problems of minor importance or cosmetic issues will be classified “D”. Problems that might normally be classified “A”, “B” or “C” but occur infrequently or in rare circumstances may also be classified “D”.
3. Incident handling for Retalix software products
- 3.1. Incident Qualification: dealers are assumed and expected to raise incidents at the appropriate level.
 - 3.1.1. With most products, dealers are assumed to be providing Level 1 and Level 2 support, and calls to technical support need to be limited to Level 3 and Level 4 issues.
 - 3.1.2. Pre-sales issues should to be raised with a Retalix Channel Field Consultant or Retalix Support. For example, questions on how to set up a demonstration load for a particular feature would not be appropriate for technical support.
 - 3.1.3. Retalix will endeavor to make corrections and additions where dealers cannot locate Level 1 and Level 2 information. New technical bulletins or other documentation will be undertaken where such gaps exist. However, where this information has already been provided it is incumbent upon the dealer to use such documentation as opposed to making Level 1 requests for direction in these areas.
 - 3.1.4. As part of Retalix’s tracking of internal performance in regard to technical support responsiveness and quality, the level of dealer incidents will also be tracked and presented.
 - 3.2. Incident Input: if a problem is suspected, an “Incident” or “Ticket” must be raised. Retalix uses the methods outlined below to handle incidents. Dealers must work specifically with Retalix Technical Support personnel for an incident to become known or an official fault created for repair.
 - 3.2.1. Retalix’s eServices program is designed to become the primary entry and information point for Retalix Dealers.
 - 3.2.2. Incidents may also be entered by Retalix Technical Support personnel based on telephone conversations with Dealers.



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Dealers call into Retalix Technical Support on the Retalix 800 support number. Critical incidents will be given priority, while other incidents will be treated on a first-come-first-served basis.

- 3.2.3. Please see Retalix Policy ESS3 (“Telephone Support”) for the full Retalix Telephone Support policy.
 - 3.2.4. In general, Retalix endeavors to maintain a service level whereby the maximum response time is no more than one hour during the business day with a typical response of 30 minutes or less.
 - 3.2.5. Critical incidents will be given priority, while other incidents will be treated on a first-come-first-served basis.
 - 3.2.6. The fact that an incident has not yet been reproduced does not reduce its importance. Retalix will escalate serious incidents directly to development (4th Line Support) if they cannot be reproduced quickly.
 - 3.2.7. Dealers must report incidents to Retalix Technical Support via eServices or the 800 number. Issues discussed over other means “such as the CRSTX network for example) or e-mails to Retalix representatives will NOT result in an incident or fault being established.
- 3.3. Store Information: in an important change from past practice, Retalix technical support will hereafter take responsibility wherever practical for viewing or retrieving additional system files, logs and other such information from the store via on-line file transfer or other remote access methods.
- 3.3.1. The dealer’s fundamental Level 1 and Level 2 support responsibilities are unchanged for analyzing logs and other store data to resolve issues and problems.
 - 3.3.2. Retalix Technical Support will require permissions, access methods, numbers, passwords and so forth from the dealer in order to access the store electronically. If these items are not provided then Retalix Technical Support will not access the store



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directly. Retalix will not access a store directly without the store's prior knowledge and agreement.

3.3.2.1. On-line viewing of the system by Retalix Technical Support may be able to avoid the need for transmitting databases. Nevertheless, large files (for example complete SQL databases) are sometimes required to diagnose an incident and dealer assistance will likely be required to provide such files.

3.3.2.2. Dealers must recognize that slow response on such requirements will delay resolution.

3.4. Incident Tracking: dealers may track the progress of incidents via eServices, where dealers can access complete logs of incident progress and status. Dealers not yet on eServices may call Retalix technical support on the 800 number to inquire for the same information.

3.4.1. Retalix eServices and the 800 number are the only formal communication mechanisms for incident tracking feedback to the dealer. The eServices system obsoletes and discontinues any previous support practices that may have included email or telephone confirmations, estimates etc. to the initiating dealer.

3.4.2. Some end-user customers will also be provided eServices access in cooperation with the dealer in appropriate circumstances.

3.5. Escalation: Retalix may escalate Critical Incidents internally to Retalix management as appropriate.

3.6. Closing Incidents: incidents can be closed by Retalix technical support having provided the requested information, procedure, tool, documentation or work-around.

3.6.1. Retalix's target metrics are to close 80% of all incidents within three days, with no more than 5% requiring more than 10 business days for closure.

3.6.2. Incidents will also be closed if it is determined that a software fault has been discovered. If an incident responding to a suspected problem can be reproduced or determined otherwise that a fault exists, it will be assigned a fault number and treated



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accordingly (see the Fault-Handling Process on Page 5 below). In such cases, the incident will be closed and a formal fault record will be opened.

- 3.6.3. Retalix support policy is to not close an incident without agreement from the initiating dealer. The Dealer and Retalix will agree that no further action is required and that the incident is closed.
 - 3.6.3.1. If a dealer has not responded to requests for additional files or information within 30 days of that request, Retalix may determine that the fault is no longer active, and reserves the right to close the incident at its option, with notification to the dealer.
 - 3.6.4. If the incident generates a fault, then the incident record will be updated with the Web Defect number that has been assigned to the fault.
4. Fault-handling process
- 4.1. Fault Identification: faults are identified from reported incidents by Level 3 or Level 4 Retalix Technical Support.
 - 4.1.1. When a fault is identified from an incident report, the incident will be updated with the Web Defect fault number and then closed in favor of the fault-handling process.
 - 4.1.2. Definition: a “fault” applies in cases where software currently exists in the product to perform a specific function or provide a defined capability, and that software does not work as it was designed and intended. Faults will only be assigned in these cases.
 - 4.1.3. If the software code does not currently exist in the product, then a system enhancement will be required to address the incident or need.
 - 4.1.3.1. System enhancements will be developed to address cases of missing, incorrect or incomplete system design as well as new business requirements.



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- 4.1.3.2. Such enhancements do not necessarily entail any cost to the dealer or customer. In fact, the great majority of requested enhancements that are completed are done at no charge.
 - 4.1.3.3. If a system enhancement or change is desired, the customer, dealer or Retalix will create an Enhancement Request (“ER”) to provide a starting definition of the requirement.
 - 4.1.3.4. All customer or dealer ERs must be submitted to a Retalix field Systems Engineer, who will review the ER with the dealer and forward it to Retalix product management for resolution.
 - 4.1.3.5. Approved ERs will be scheduled to a major, minor or sub-release. In general, most ERs will be scheduled to major or minor releases wherever possible, since the full regression to which these releases are subjected enhances overall software quality when introducing new features and dramatically reduces the possibility of introducing new faults.
- 4.2. Fault Priorities: Retalix meets weekly to review recent faults and assign priorities. Primary factors in the priority assessment include the fault’s classification, the impact to the reporting user, the general impact across all users and the impact on the dealers’ business success.
- 4.2.1. High-priority faults (severe impact) will be immediately scheduled onto a major, minor or sub-releases. (See the section on Software Release Nomenclature on Page 9 below.)
 - 4.2.2. Faults with mid-level priority faults will be corrected as time and resource permits in the normal course of development and correction. These will not normally be scheduled to a release until late in the development process for that particular release.
 - 4.2.3. Faults considered low priority will have minimal business impact and may or may not be addressed.



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- 4.2.4. Retalix will schedule mid or low priority fixes into major or minor releases whenever possible since the full regression to which these releases are subjected enhances overall software quality when addressing faults and dramatically reduces the possibility of the fix introducing a new fault.
- 4.3. Fault Communications:
 - 4.3.1. Retalix publishes a fault report for POS products that list both open and closed faults as well as any scheduled release dates for fixes in process. These reports are available to dealers from the Retalix Support Web site.
 - 4.3.1.1. Fault lists are updated approximately twice per month, and posted for the dealers.
 - 4.3.1.2. Faults with scheduled releases for the fix will show the release number. If there is no committed schedule for the fix, the release field will be blank.
 - 4.3.1.3. The fault classification (A/B/C/D) is shown but there is no priority field. The only indication of priority provided is the timing of a release commitment.
 - 4.3.2. Retalix also publishes Release Tables for committed releases that include the intended release schedule and all committed faults and new features, including ERs.
 - 4.3.2.1. These release tables are updated as required by the inclusion of new fixes or features.
 - 4.3.2.2. Some end-user customers will also be provided with access to release tables and other posted technical information in cooperation with the dealer in appropriate circumstances.
 - 4.3.3. Please note that the planning dates provided are estimates. Planning dates are provided to assist Dealers in working productively with their accounts, but Retalix cannot and does not guarantee any planning date. Planning dates are estimated based on Retalix's experience with similar faults, Development's



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time estimates, plus the current load and ability to complete validation given fault and release priorities.

- 4.4. Fault Escalation: dealers whose business is being negatively affected by a particular fault should discuss the particulars with a Retalix Account Manager or representative to ensure that the impact is understood in Retalix's priority assessment.
5. Support Levels: Retalix defines four levels of support, Level 1 ("Help Desk") through Level 4 ("Development"). See ESS11 for the formal definitions of these four support levels and the expectations surrounding these levels.
6. Supported Releases:
 - 6.1. In order to enable responsive and high-quality support it is essential to limit the number of supported releases. The reasons are:
 - 6.1.1. Knowledge: it is impossible for a Technical Support specialist to have memorized the features, issues and behavior of the hundreds of releases that may be installed or questioned.
 - 6.1.2. Equipment: it is impossible for Technical Support to maintain more than a few loads of software on lab hardware at any one time.
 - 6.1.3. Time: Technical Support personnel would need to spend hours to recreate and load old versions of software in order to study incidents and answer questions.
 - 6.1.4. Development: Once a release is complete and provided to the customers, it is prohibitively time-consuming (and with very limited benefit) to re-open that code and provide changes to it. This code will already be obsolete if it has been superseded by newer releases.
 - 6.2. For these reasons, Retalix supports – with incident resolution and queries – (1) the current up-level release, and (2) the latest-and-greatest level of the previous major release (see Software Release Nomenclature below) on all software products.
 - 6.2.1. For example, if the current release of a product is 5.0.2.1-090, Retalix supports that release plus the latest-and-greatest release of version 5.0.1.x-xxx. If an incident is possible on an installed



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release previous to these, technical support should not be contacted if the incident is not evident in either of the currently-supported releases.

- 6.2.2. When a new major release is provided, Retalix ceases support of the older of the two previously supported releases. However, Retalix grants a 90-day grace period on that older release while dealers become familiar with the newest release. So in the example above, Retalix would continue to support 5.0.1.x-xxx for 90 days after the release of 5.0.3.0-050.
 - 6.2.3. Furthermore, the advent of Retalix Connected Services Dealer Dashboard and the enhanced capabilities for Dealers to more easily manage and update their installed base with Retalix Code Distribution removes many of the previous obstacles to keeping the installed base current.
7. Software Release Nomenclature
 - 7.1. Retalix's software version numbering scheme uses the standard format:
 - 7.1.1. A.B.C.D-xxx
 - 7.2. While certain products may have variations of the above standard, the following applies regardless:
 - 7.2.1. A – the primary version number of the product
 - 7.2.1.1. For example, "7" for ISS45 V7, "8" for ISS45 V8, "1" for ScanMaster V1, "2" for ScanMaster V2 and so forth
 - 7.2.2. B/C – the current major release number
 - 7.2.2.1. Note that this number can be one or two digits, or two digits separated by a decimal point. This is done on account of software release, control, and archiving tools used for that particular release.
 - 7.2.2.2. For example, "03" for ScanMaster 2.03 or "1.1" for ISS45 8.1.1.0 or "5" for RBO 4.5.
 - 7.2.3. D – the current minor release number



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- 7.2.3.1. For example, “1” for RBO 4.4.1 or “0” (that is, no minor release yet) for ScanMaster 2.03.00
- 7.2.4. xxx – the current sub-release number
 - 7.2.4.1. Either two or three digits may be used for the sub-release number
 - 7.2.4.2. Both major and minor releases are provided starting with the number -050 in most cases.
 - 7.2.4.3. Numbers prior to -050 are used internally as development or test numbers, and should never be seen outside a Retalix software lab.
- 7.2.5. For example, “8.1.1.0-050” is the initial (CD-ROM) release of ISS45 8.1.1.0. ScanMaster “2.03.00-50” is the initial release of ScanMaster 2.3.0.
- 8. “Inclusive” Releases: Retalix now provides inclusive sub-releases since the prior “-050” CD-ROM. This relieves the installer of having to install successive software sub-releases to achieve the current level. For example:
 - 8.1. Software release A.B.C.D-080 will be able to sense and update release A.B.C.D-070, A.B.C.D-060 or A.B.C.D-050 in one step.
 - 8.2. Sub-releases will not update releases prior to the -050 release however. For example, a prior release A.B.C.C-090 would not be updated. In such cases, the -050 CD ROM would be applied first to get the site to the -050 level, and then the one-step inclusive sub-release would take the installation to the current software release.
 - 8.3. Sub-releases provided for the Retalix Code Distribution system are also inclusive.
- 9. Documentation: Retalix normally provides the following documentation as part of software support:
 - 9.1. Release Notes – describes new features, how to set them up and use them, normally provided for releases that have new features (not just faults). Appropriate for both users and service personnel, and also to help prospects understand new releases as a selling tool.



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- 9.2. User Documentation – User Reference Manuals for system functions are typically released with major releases
- 9.3. Installation Documentation – Install Guides are typically released with major releases. Installation information may also be provided in Release Notes, and README-type files (see below).
- 9.4. Technical Documentation – Reference or Technical documentation may be made available for in-depth coverage of specific technical topics, features or utilities. It is Retalix’s intention to provide updated technical documentation with major releases.
- 9.5. Fault Lists – provide listings of open and closed faults, and any scheduled release numbers applicable to open faults
- 9.6. Release Tables – provided for every release, listing the enhancements provided and faults addressed in existing releases, as well as those enhancements and faults that are scheduled for upcoming releases
- 9.7. README Files and other technical documentation – packaged in the download files and/or CD-ROMs providing listings of modules, changed modules, fault/fix/enhancement information, software limitations and special installation instructions.
- 9.8. Technical Bulletins – cover specific or limited topics in depth, and are released via the Retalix Dealer Support Web site when available
- 9.9. “Vertical Documentation” – covers a specific function or capability where information on two or more products is required. These documents may take the form of technical bulletins, technical or user documentation, and the purpose is to provide the necessary information in one place so that users or service personnel will not have to correlate the contents of multiple manuals to set up the system.
10. Software Maintenance and Support Reporting: Retalix maintains software maintenance and support metrics designed to provide Retalix periodic “report cards” on performance.
 - 10.1. These reports may include:
 - 10.1.1. Data on incident responsiveness against Retalix’s published metrics, including open and closed calls, classification information and the time that incidents remain open.



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- 10.1.2. Data on faults, including faults opened, closed and introduced by time period and release.
- 10.1.3. Data by dealer on incidents, including a breakdown of calls by support level and open/closure data.
- 10.1.4. Retalix may also introduce Web or eServices usage statistics.
- 10.2. Retalix may share this data with dealers as appropriate or in reference to software support discussions with individual dealers or the Retalix Business Council (dealer advisory group).

