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SUBJECT:	Inter-operability and Support of Retalix and Third-Party Products
DATE:	6/14 SUPERSEDES: 4/06

TITLE: ESS9, Inter-operability and Support of Retalix and Third-Party Products

POLICY: Retalix provides support for integration and inter-operability of relevant Retalix software and hardware products, and provides limited support for the interoperability of Retalix products with third-party products. Retalix provides support for Retalix software offerings over Retalix-supplied hardware, and limited support for Retalix software over third-party hardware.

SCOPE: All Retalix Channel Partners, Retalix Field Personnel, Retalix Technical Personnel, Commercial

PROCEDURES:

Retalix provides a policy and process for support of Retalix offerings when used together with third-party products.

1. Inter-operability of Retalix product offerings
 - 1.1. Retalix markets a variety of software and hardware products, and coordinates their releases, certifying with each release that these Retalix offerings operate together properly and as expected.
 - 1.2. Retalix posts and regularly updates a set of matrices describing product compatibility and inter-operability.
 - 1.3. Users and Retalix Channel Partners can therefore be confident that unless specifically noted, Retalix offerings will be compatible in their up-level (then-current) release status.
 - 1.4. Retalix also will support backwards-compatibility between Retalix offerings where both practical and appropriate.
 - 1.5. Retalix will address faults and anomalies in the interfaces and inter-working of these Retalix offerings wherever practical and appropriate.
2. Inter-operability of third-party products
 - 2.1. **Responsibility:** Retalix recognizes that there are also many products sold by other companies that are used in conjunction with or interfaced directly to Retalix products such as ISS45 and ScanMaster. Retalix cannot assume the same level of responsibility for the proper operation



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of these products as with Retailx-provided systems. Retailx will, however, work cooperatively with the vendors of such products with the objective of providing compatibility and satisfaction to our common customers.

2.1.1. THE RESPONSIBILITY FOR COMPATIBILITY OF A THIRD-PARTY PRODUCT WITH A RETALIX PRODUCT RESTS WITH THE DEVELOPER OF THAT THIRD-PARTY PRODUCT UNLESS EXPRESSLY DESCRIBED OTHERWISE IN WRITING AND SIGNED BY AN OFFICER OF RETALIX.

2.1.2. RETALIX MAKES NO ASSERTIONS, WARRANTIES OR COMMITMENTS TO PAST, CURRENT OR FUTURE INTEGRATIONS, INTER-OPERABILITY OR INTERFACES OF OR TO THIRD-PARTY PRODUCTS, AND TAKES NO RESPONSIBILITY FOR SUCH INTEGRATIONS, INTER-OPERABILITY OR INTERFACES.

2.2. **Cooperation:** Retailx cooperates with third-party vendors to assist them in creating initial compatibility and inter-operability between their products and Retailx products

2.2.1. Retailx will normally entertain support engagements to assist third parties in establishing interfaces and interoperability between the third-party product and the Retailx product.

2.2.1.1. Standard then-current charges for Retailx development resources will apply. At this writing, such charges are \$1,750 per day.

2.2.1.2. Retailx resource availability for third-party assistance must be arranged and scheduled in advance.

2.2.1.3. Retailx reserves the right to decline any such engagements or to provide assistance to any third-party.

2.3. **Compatibility:** Retailx provides backwards compatibility, wherever practical and in relevant offerings, that enable ongoing stable inter-operability between third-party and Retailx products.



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- 2.3.1. Third-party products may not recognize or support all new Retailix features and capabilities as they are released, but Retailix endeavors to support the existing co-operational feature set where practical to continue operating within the functional limits of the previous integration.
- 2.3.2. Retailix makes best efforts to provide updated documentation and software to assist third-party vendors to maintain ongoing stability with Retailix products.
 - 2.3.2.1. Retailix provides, at no further charge, all major and minor (CD-ROM) software releases and attending documentation to *bona fide* third-party developers that register with Retailix. These releases enable third-party developers to test their products and interfaces on Retailix's releases to ensure proper operation.
 - 2.3.2.2. These CD-ROM releases are provided to third parties during or upon completion of Retailix testing. At Retailix' sole option and depending upon circumstances at the time, releases may be provided to third parties when products are deemed suitable for Customer Trial, or at time of Retailix General Release.
 - 2.3.2.3. Third parties may register with Retailix via the purchase of a Retailix Software Development Kit. Retailix reserves the right to refuse sale of such kits to any person or company at Retailix's sole option.
- 2.4. **Assistance:** Retailix will assist third-party vendors in resolving interface or inter-operability issues between previously established third-party interfaces and Retailix products.
 - 2.4.1. When inter-operability issues are found, the third party company should contact Retailix support management.
 - 2.4.1.1. Prior to contacting Retailix, the third-party vendor will be expected to diagnose the circumstances of the problem and in what product combinations the problem appears. In so doing, the vendor would start with a known-good combination and advance the



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levels of Retailix and the vendor's own product to determine the point where changes in either product first cause the previously established inter-operability to cease proper function.

2.4.1.2. Retailix accepts no obligation to re-establish inter-operability with any third-party product, regardless of past compatibility or other reason.

2.4.1.3. Support and/or development charges may be required and applied at Retailix's sole discretion for the diagnosis and restoration of inter-operability.

3. Hardware compatibility and support

3.1. **Certified platforms:** Retailix offerings have been designed to operate over many hardware platforms using industry standards, and are normally successfully configured as such. Retailix provides support only for hardware platforms that have been supplied and certified by Retailix.

3.1.1. It is not possible for Retailix to acquire and maintain the products, certification facilities and effort required to support Retailix software offerings over all available hardware products and peripherals and their variations.

3.1.2. Retailix therefore cannot offer assistance regarding validation, certification, drivers, configurations, switches/jumpers, operating system platforms, middleware, BIOS systems etc. other than for Retailix-supplied and certified platforms.

3.2. **Fault resolution:** If a fault is evident on a Retailix system in a user site that is operating over third-party hardware, a mechanism exists to attempt correction of this fault through Retailix support. The Channel Partner, agent or third party must follow the following process:

3.2.1. The Channel Partner must be able to replicate the same fault on the standard Retailix-supplied hardware.

3.2.1.1. Note that the fault must be reproduced in exactly the same environment and exactly as it occurs on the third party hardware platform.



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- 3.2.2. The fault, if so replicated, must be communicated to Retalix using the standard support and reporting mechanisms provided by Retalix for standard fault handling.
 - 3.2.2.1. Retalix may require assistance in reproducing the fault at Retalix’s labs if Retalix is unable to do so by reasonable means and procedures.
- 3.2.3. In the case and process described above, Retalix will make best efforts to address the fault as it is manifested on Retalix-supplied hardware using standard turnaround times and processes.
- 3.2.4. Retalix cannot and will not guarantee the following:
 - 3.2.4.1. Retalix does not warrant that any specific fault of any kind will be corrected.
 - 3.2.4.2. Retalix does not warrant that a fault corrected on Retalix-supplied hardware will correct the same fault as it may be manifested on third-party hardware.
 - 3.2.4.3. Retalix does not warrant that all Retalix offerings will be supported on all types, models, levels, releases and ages of Retalix-supplied hardware. Retalix support is limited to the scope and variants listed on the posted support matrices only.
- 3.3. **End-of-support:** Software development is ongoing, and Retalix will continue to make reasonable and practical efforts to support future Retalix product releases over existing Retalix-supplied hardware.
 - 3.3.1. Retalix accepts no responsibility to make any such efforts regarding platforms from third-party suppliers, or those platforms not supplied or certified by Retalix.
 - 3.3.2. Technology advances do not permit indefinite support of legacy hardware or software platforms.
 - 3.3.3. Support from any third-party product or platform’s manufacturer or licensor will eventually cease – Microsoft operating systems for example. Since industry organizations such as by PCI may require that platforms or associated products are currently actively supported by their manufacturers or



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licensors, Retailix will not accept responsibility to establish, maintain or continue support or certification for any platform, including those that were at one time certified, supported and/or sold by Retailix.

