



ISS45 V7 Sunset and V8 Migration

A great system becomes an even greater one.



As Version 7 moves into the sunset, all ISS45 users can now take full advantage of the depth and breadth brought to you by Version 8.

For more than 17 years, ISS45 V7 has been an outstanding choice and product, and tuned to the specific needs of Independent Grocers from the very outset. The original ISS45 was the first to take full advantage of industry-standard hardware and Microsoft operating systems, delivering outstanding features with astonishing reliability.

Five years later its successor was released, and for the past 12 years ISS45 V8 has been the choice for most new installations. Based upon Microsoft's SQL database and employing end-to-end Windows platforms, V8 brings the industry's most reliable architecture and deepest feature set to the Independent Grocer. With options such as Retailix Loyalty, Fuel, stronger merchandising capabilities, as well as *everything* in the V7 feature set, ISS45 V8 is clearly the product of the future.

This is why all ISS45 systems have been licensed as ISS45 V8 since 2006. Meanwhile, however, Retailix continued to support the legacy V7 system with a steady stream of enhancements and new capabilities for those users who chose to install – or stay on – the V7 platform. But now, with the V7 “sunset” phase in progress, V7 users will now be provided their enhancements on ISS45 V8.

V8 License Charges Are Now Waived

To assist current ISS45 V7 users to migrate to ISS45 V8, all license fees for the ISS45's V8 option have been waived. This enables any V7 user to move up to V8 license-free.

In addition, since the V8 system uses ISS45 Advanced Promotions, this option will also be provided without license charges for all users moving to V8.

So even if you purchased ISS45 V7 more than 15 years ago, Retailix not only protects 100% of your ISS45 investment, but in addition gives you the far more powerful V8 product with no license charges.

The V7 Sunset

The ever-increasing pace of technology changes combined with skyrocketing complexity of the regulatory environment makes further significant V7 enhancement impractical; V7's core technologies require operating system support that is fast disappearing. Further, with most ISS45 sites already using ISS45 V8, it is imperative that Retailix focus efforts on the current version, which can serve *all* ISS45 users – not just the remaining V7 sites.

While there are no new major feature releases planned, patches for important V7 issues will be provided through 2012. Meanwhile, help-line support for your Certified ISS45 Dealer will continue until October 1, 2012, and Retailix will provide limited support through December 2012.

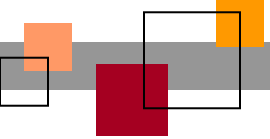
Questions?

See the following page for answers!



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Will support for ISS45 V7 end? Yes. This year, 2012, is the last year that support will be available for the V7 system.

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 difficult to enhance and support given the newer hardware and software platforms and resources available in 2012.

Will V7 get any new features and enhancements? It is unlikely that new capabilities will be introduced for V7.

I didn't see this coming – isn't this announcement a little sudden? Retailix ISS45 RoadMap workshops at Synergy and other presentations have stressed the winding down of V7 for several years. Although V7 downgrade installations have been permitted for the past six years, all new ISS45 licenses since July of 2006 have been for ISS45 V8.

Why not continue V7 support anyway? Although Retailix has continued until now to support ISS45 V7 users with limited enhancements, development resources have been increasingly focused on V8 to provide the greatest production of new ISS45 capabilities.

When will software updates actually end? Through the year 2012, ISS45 V7 software updates will continue to address software faults to support V7's current functions. However, no maintenance releases are planned after 2012.

How will my day-to-day questions be answered about the software or its operation? Your certified ISS45 Dealer will continue to provide help desk support according to the terms of your software maintenance agreement.

After 2012 what are the options? ISS45 V7 users should arrange with their Retailix Dealer to upgrade their systems to the current system, ISS45 V8.

Wasn't there always a higher license charge for ISS45 V8 compared to V7? Until July 2006, the ISS45 Option (\$2,195) was required. Since then, however, all new ISS45 systems have been licensed as ISS45 V8. In addition, V8 requires the Advanced Promotions Option (\$1,295), which has also been included at no additional charge since July 2006.

What software fees must I pay to upgrade to V8? No license fees! The upgraded ISS45 V8 license fees, including the V8 Option and Advanced Promotions, are waived.

I bought an ISS45 system in 2008, but I installed V7 in that store. Can I upgrade it to V8 without a license charge? Yes! Even if you installed V7 at the time, your system was licensed for V8 and Advanced Promotions from the start.

What about the first ISS45 V7 installation I did in 1996? Are you saying I don't have to pay new licenses to get V8 for even an old system like this? Yes! When it comes to "investment protection," Retailix is raising the bar and you can now run ISS45 V8 (and Advanced Promotions) with no ISS45 license fees.

Will I be required to de-install my V7 sites? No way! No users are being forced to pull out V7. New releases for those systems will end in 2012 however. With the upgrade license fees now waived, the sooner you move to V8, the sooner you'll get all the benefits of this outstanding system.

If I need software changes or enhancements on my V7 system, how will I get them? After 2012, all your ISS45

software enhancements, new features and fixes will be delivered on the ISS45 V8 software platform.

What about new taxes or industry standards, Microsoft platforms or local regulatory issues? V8 is the go-forward ISS45 system, and so software changes to fulfill these and all other requirements will be provided only on V8.

Will Retailix modify ISS45 V7 to keep its interfaces current with other products and systems in the market? Where practical, Retailix will endeavor to keep its own ancillary and peripheral systems consistent with the final V7 "cap" release, long-term interoperability and third-party support with V7 cannot be guaranteed.

With future V7 support going away, what am I getting for the software maintenance I've paid? Since ISS45 V7's inception, Retailix has provided literally hundreds of software releases including thousands of new capabilities, upgrades, updates, regulatory compliance, interfaces and compatibility. In fact, a front-end checker might not even recognize the original ISS45 (which was distributed on 3½" diskettes!) This latest upgrade to the V8 system is just the latest – and the most significant – in this ongoing series.

My ISS45 V7 is working fine. If I delay V8 until later in 2013, why pay V7 maintenance since updates will cease? The rights for all software upgrades and updates, including the free V8 licensing, does not apply to sites that do not contribute – by paying software maintenance – to the ongoing cost of ISS45 software updates and enhancements.

Is V8 completely different from V7? No. While V8 has a stronger architecture with the industry-standard SQL platform, and provides many more features and options, the clerk operations and POS screen layouts are extremely similar. The most significant differences are the accounting system and in the GUI back-office feature layout.

Are there any V7 features that are missing in V8? Of course V8's replication/resiliency/recovery architecture and its accounting system and reports are different, but every known V7 POS feature is already available or enhanced in V8 – or we will add it at no charge.

What about my current hardware that's running V7? Will it support V8? ISS45 V8 WinPOS POS terminal software has very similar requirements to V7 WinPOS. So users with V7 WinPOS will normally be able to update to V8 without terminal hardware changes. For certainty and planning, discuss this with your Retailix Dealer.

How about my back-office controllers? Upgrade requirements will depend upon the age and type of your current controllers. Retailix strongly recommends using RAID hard disk drive systems for data protection – you will want to ask your Retailix Dealer for details on this too.

You mentioned Microsoft SQL. Isn't that expensive? Not at all. Depending on your configuration, special embedded SQL versions for ISS45 bear a list price of only \$150.

Will my dealer charge me professional services to upgrade my system? This will depend upon the terms of the maintenance agreements between you and your Dealer.

Will customization still be available for ISS45 V7? Retailix will consider funded enhancement projects on a case-by-case basis. With ISS45 V7 past sunset, however, most users will likely choose to implement any customization on V8.

