

FairCom License Update Program (LUP)

Update Summer 2020: Please prepare for the release of c-treeACE V12, c-treeRTG V3 and c-treeEDGE V3 by the end of this year. With the upcoming release of these new major versions, FairCom will end-of-life c-treeACE V10, c-treeRTG V1 and c-treeEDGE V1, respectively. Contact your FairCom account representative to discuss your options and make sure you are current on LUP to experience a seamless update process!

Policies Regarding Maintenance Releases & Supported Versions

Customers enrolled in FairCom's annual License Update Program are eligible to receive the latest edition of their software. As with all software, issues may periodically arise where the software fails to operate as anticipated or designed. In these cases, FairCom will seek to resolve the issues in a timely and professional manner consistent with the following policies.

Supported Versions

FairCom will make its best efforts to resolve issues found in the following versions of its products:

- The currently shipping major version (e.g., if version V12 is shipping at the time, the major version is V12, so versions V12.0, V12.1, V12.1.1, etc., would be supported)
- The major version immediately prior to the currently shipping major version (e.g., if V12 is shipping, the previous major version is V11, so the supported versions would include V11.1, V11.5, etc.)

Versions that are older than one major version prior to the currently shipping major version have reached their end-of-life. Using the above examples, V10.x and prior would have reached end-of-life. FairCom will not issue any fixes or patches to software versions that have reached end-of-life.

Replication Technology

When you upgrade your servers to be replication enabled, they automatically become enrolled in the License Update Program for the new, upgraded configuration. This ensures that your replication technology stays up to date with your server technology. FairCom makes no warranties or guarantees that its replication technology will be compatible with a different version of its servers.

As an example, V11 servers and replication technologies enrolled under an LUP would all be eligible to update to the latest V12 release, with no compatibility issues. FairCom strongly recommends updating both technologies at the same time. However, should only the servers be updated to V12 there is no guarantee from FairCom that once updated

to V12, the servers would continue to work with V11 replication technology. The best practice for ensuring your system stays supported, is to keep all its critical parts updated on the same version and under a valid License Update Program.

Extended Update Program (EUP)

Sometimes the window for updating your FairCom Technology takes longer than anticipated. FairCom offers an Extended Update Program for its most recent version that has reached end-of-life. Using the above examples, when V12 is released, the currently supported versions are V11.x and V12.x. Thus, customers using V10.x servers are eligible for the EUP. This EUP offering provides access to any updates FairCom implements, at its sole discretion, in said end-of-life version, including critical and important security updates, but no new features or customer-requested non-security updates. Ongoing enrollment in LUP and a support package is a prerequisite for eligibility to this offering. For more information and details about how FairCom will address specific situations, please refer to the section "Resolving Issues" below.

Reporting Issues

Customers with support packages may open issues with the software by providing FairCom detailed information about the problems encountered. The customer must be able to provide information, in reasonable detail, concerning the behavior observed, the precise version number in use, any error messages received, the operating environment, and whether the behavior can be replicated.

Resolving Issues

FairCom will use reasonable efforts to resolve issues where the software fails to perform in a manner consistent with the documentation.

When an issue is reported with the software, FairCom will attempt to reproduce the problem in an applicable operating environment to verify if the problem is, in fact, in the FairCom software. If it proves to be an issue with the FairCom software, FairCom will issue a correction for its software or provide a workaround for the problem. For customers with software enrolled in an LUP or EUP, a correction may be supplied either by creating a fixed version of the software (which may be given a new release number) or providing a "patch" to be applied to the existing version.

At its sole discretion, FairCom may elect to provide an update to a more recent minor version of the FairCom software as an alternative to fixing issues found in an earlier release. For example, if an issue is found in release V11.0 that was fixed in a later version (e.g., V11.2), FairCom may update the customer to the later version (V11.2 in this example).

FairCom may alternately direct a customer to update to a more recent major version of its software as an alternative to fixing an issue in an earlier release (e.g., FairCom may have the customer update from release V11.5 to V12.0 to address an issue in V11.5).

Any distribution of a patched version is subject to applicable distribution agreements between FairCom and the customer. FairCom shall be solely responsible for determining if the original FairCom software, or any updates/patches thereto, complies with the documentation in its sole and absolute discretion.

Contacting FairCom for Support

FairCom takes pride in the high quality of service offered by our technical support department. Rather than using inexperienced technicians or third-party support services, our support department is staffed by professional c-tree programmers who understand the needs of developers. We will work with you during all phases of your product development cycle to ensure that your needs are met.

Conditions

Excluded from the software maintenance policies described here are: (1) problems arising from misuse or modification of the FairCom software by someone other than FairCom; (2) failure or interruption of any electrical power, or any accident or other cause external to the FairCom software or outside FairCom control; (3) third-party software products not supplied by FairCom and/or workstation configurations, operating systems, or computer hardware; (4) errors caused by customer's negligence including failure to implement adequate security and disaster recovery procedures; (5) FairCom software installed in an operating environment not supported by FairCom at the time the version being used was released; (6) FairCom software illegally installed; and (7) customers not enrolled in a License Update Program for the software.

Note that any signed agreements in effect between FairCom and the customer supersede the policies described in this document.

FairCom reserves the right to change this policy at its sole discretion.

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