

RESOLVER

PERSPECTIVE VERSION
LIFECYCLE POLICY

September 2020

Perspective Version Lifecycle by Resolver Inc.™

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Version Lifecycle Policy

Resolver is committed to providing the best possible level of software support. By continuously investing in training and customer resources, we can help ensure all our Perspective users are able to reach our technical experts who can quickly answer questions and find resolutions to possible issues.

The Perspective platform operates under phased levels of support for all products. This means that **Full Support** is available on any version for a minimum of three (3) years from the date of release. Once Full Support has expired, the prior version will still be supported via our **Update & User Question Support**.

Perspective continues to undergo significant changes since our initial July 2006 releases, including enhancements, fixes, and adjustments to the system requirements, which are all designed to improve user experience. Based on the scope of these changes, as new releases are introduced, we review earlier versions and update the type of support we'll continue to provide.

Software Support Program (SSP)

If your organization holds an active membership in our Software Support Program (SSP), Resolver will support any updates on your system to the latest version, regardless of the version of Perspective you're currently running.

Under the Software Support Program, Resolver will also provide critical support for older releases in the event of a system crash, provided the minimum system requirements have been met.

Support Level Definitions

Full Support

Full Support means your product receives the highest available level of technical support and maintenance. We ensure your team has all the support needed to successfully install your Perspective

product, while providing general troubleshooting on an ongoing basis to resolve any issues you may encounter.

Note: Bug fixes may require updating your software to a newer version, depending on the issue.

Note: Previously released versions are not tested for compatibility with new operating systems or new versions of Internet Explorer or SQL Server. Therefore, Full Support for previous versions is based upon meeting the Minimum System Requirements listed in our Installation Guide at the time of release.

Update & User Question Support

When the Full Support for a version expires, we transition that version to the Update & User Question Support phase of support. After that transition takes place, we provide:

- **Update Support:** As long as you have an active SSP membership, we'll provide support to you and your organization as you update your system to the latest version, no matter which version of Perspective you're currently running.
- **User Question Support:** For SSP members, Resolver Support will always answer your questions related to use of the system (i.e. "how-to" questions).

The biggest difference between **Full Support** and **Update & User Question Support** is that we'll no longer offer workarounds or fixes for versions in the Update & User Question phase. Instead, we'll recommend that your organization upgrade to the latest release.

Perspective

Version	Release Date	Support Level
1.0.0	July 2006	Update & User Question Support
1.1.1	February 2007	Update & User Question Support
1.1.2	July 2007	Update & User Question Support
1.2.0	March 2008	Update & User Question Support
1.3.0	May 2008	Update & User Question Support
1.3.1	July 2008	Update & User Question Support
2.0.0	April 2009	Update & User Question Support
2.0.1	June 2009	Update & User Question Support
2.1.0	December 2009	Update & User Question Support
2.1.1	February 2010	Update & User Question Support
2.5.0	February 2011	Update & User Question Support
3.0.0	November 2011	Update & User Question Support
3.1.0	May 2012	Update & User Question Support
3.2.0	December 2012	Update & User Question Support
3.3.0	May 2013	Update & User Question Support
4.0.0	October 2013	Update & User Question Support
4.0.1	October 2013	Update & User Question Support
4.0.2	February 2014	Update & User Question Support
4.5.0	October 2014	Update & User Question Support
4.5.1	January 2015	Update & User Question Support
4.6.0	July 2015	Update & User Question Support

Version	Release Date	Support Level
4.6.1	October 2015	Update & User Question Support
4.6.2	January 2016	Update & User Question Support
4.6.3	February 2016	Update & User Question Support
5.0	April 2016	Update & User Question Support
5.1	October 2016	Update & User Question Support
5.1.1	December 2016	Update & User Question Support
5.2	April 2017	Update & User Question Support
5.3.1.1	October 2017	Update & User Question Support
5.4	February 2018	Update & User Question Support
5.4.1.3	June 2018	Full Support until June 2021
5.5	September 2018	Full Support until September 2021
5.6	April 2019	Full Support
5.7	May 2019	Full Support
5.8	February 2020	Full Support
5.8.1	May 2020	Full Support
5.8.2	June 2020	Full Support
5.8.3	September 2020	Full Support

Note: Version 5.0 and later includes Dashboard (all editions) and Dispatch (SOC/EIM/Professional/Enterprise editions).

Note: Version 5.3.1.1 and later includes Connect (Professional and Enterprise editions).

Perspective e-Reporting

Version	Release Date	Support Level
1.0	January 2007	Update & User Question Support
1.1	July 2007	Update & User Question Support
2.0	November 2010	Update & User Question Support

Perspective Focal Point

Version	Release Date	Support Level
1.0.0	September 2009	Update & User Question Support
1.1.1	February 2010	Update & User Question Support
1.1.2	October 2013	Update & User Question Support
1.2	June 2015	Update & User Question Support

Perspective Workflow

Version	Release Date	Support Level
1.0.0	April 2011	Update & User Question Support
2.0	February 2014	Update & User Question Support

Perspective Mobile iOS

Version	Release Date	Support Level
1.0.0	April 2012	Update & User Question Support
1.1.0	June 2012	Update & User Question Support
1.1.1	December 2012	Update & User Question Support
1.1.2	May 2013	Update & User Question Support
2.1	November 2013	Update & User Question Support
2.2	October 2014	Update & User Question Support
2.3	January 2016	Update & User Question Support
2.4	October 2016	Update & User Question Support
2.5.2	June 2018	Full Support until June 2021

Officer Mobile

Version	Release Date	Support Level
1.0	October 2016	Update & User Question Support
1.1	April 2017	Update & User Question Support
1.4	February 2020	Full Support

Contact Information

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