

Arc Software Upgrade Policy



Released: January 2012

Version: 3.6

This document defines the upgrade process for the Arc Solutions portfolio of attendant console software. Its intended audience is Arc Solutions personnel, and reseller/distributor staff.

You can access the most current Arc Premium documentation at this URL:

<http://www.arcsolutions.com/uk/services/technicaldocumententerprise.aspx>

http://www.arcsolutions.com/middle_east_africa/services/technicaldocumententerprise.aspx

<http://www.arcsolutions.com/europe/services/technicaldocumententerprise.aspx>

http://www.arcsolutions.com/asia_pacific/services/technicaldocumententerprise.aspx

http://www.arcsolutions.com/north_america/services/technicaldocumententerprise.aspx

You can access the Arc Solutions website via:

<http://www.arcsolutions.com>

Join the Arc Solutions Forum at:

<http://forum.arcsolutions.com>

Registered partners can access the Arc Solutions Extranet via

www.arcsolutions.com/extranet

Contents

| | |
|--|----|
| Contents | 2 |
| A. Document History..... | 3 |
| B. Purpose and Audience | 3 |
| C. Copyright Statement..... | 3 |
| D. Usage of this document..... | 3 |
| 1.1 Overview..... | 4 |
| 1.2 New Features: | 4 |
| E. Enhanced Notes: Coloured directory line..... | 10 |
| 1.3 Current Arc Upgrade Software Product Code Table:..... | 12 |
| 1.4 Pricing..... | 12 |
| 1.5 Additional options | 12 |
| 1.6 Associated costs..... | 13 |
| 1.7 End Users upgrade eligibility. | 13 |
| A. 'Business Plus' and 'Total Plus' supported customers..... | 13 |
| B. 'Business' or 'Total' Supported Customers..... | 13 |
| C. Non Supported Customers | 13 |
| D. SolutionsPlus Customers..... | 14 |
| 1.8 Notes on Arc Software Upgrades:..... | 14 |

Document History

| Reason of Modification | Author/Reviewer | Version | Date |
|------------------------|-------------------|---------|--------------------------------|
| Created | Patrick Gallagher | 1.0 | 22 nd November 2005 |
| Updated | Patrick Gallagher | 1.1 | 8 th February 2006 |
| Updated | Bennie Grant | 2.0 | 19 th march 2007 |
| Updated | Rupert Adair | 3.1 | 1 st September 2009 |
| Updated | Simon Longhurst | 3.2 | 2 nd September 2009 |
| Updated | Rupert Adair | 3.3 | 25 th March 2010 |
| Updated | Rupert Adair | 3.4 | 30 th July 2010 |
| Updated | Rupert Adair | 3.5 | 6 th June 2011 |
| Updated | Rupert Adair | 3.6 | 17 th January 2012 |

Purpose and Audience

This document defines the upgrade process for the Arc Solutions portfolio of attendant console software. Its intended audience is Arc Solutions personnel, and reseller/distributor staff.

Copyright Statement

Copying of this document by any third party is strictly prohibited. This document contains information that should not be disclosed outside of the Arc reseller community without the permission of Arc Solutions (International) Ltd.

Usage of this document

This document is to be used by Resellers and Distributors in order to assign the appropriate product codes to Arc software upgrades. The document also offers referral to the appropriate regional price lists and account teams.

1.1 Overview

Arc Solutions will from time to time release new (updated) versions of the Arc Attendant Console Software. These upgrades will be categorized as either:

- **Minor Upgrades (including Maintenance Releases):** This includes the addition of some new minor features, software enhancements, bug fixes and updates to incorporate third party integration capabilities.
- **Major Upgrades:** This includes the addition of new major features & functionality that did not exist prior to this upgrade, software enhancements, bug fixes and updates to incorporate third party integration capabilities.

The product codes relating to Major and Minor upgrades are defined in section 6 of this document.

1.2 New Features:

The table below shows a summary of major feature differences between software versions. Those marked with * are subject to an additional chargeable license fee or associated component.

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|----------------------------------|---------------|--------|---------------|--------|--------|---------------|---------------|--------|---------------|------|--------|------|--------|---------|---------|---------|
| Auto Call Redirect | | | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Support for 4000 BLF | ☑ | | ○ | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Absent Message & LDAP changes | ☑ | | ○ | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Dial plan enhancements | ☑ | | ○ | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Presence Management | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Personal Call Park | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Reverted Call Control | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Arc Contact Summary Tables | | | | ☑ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Set Call Forwarding | | | ☑ | | | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Phonetic/Direct Searching | | | | ☑ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|-------------------------------------|---------------|----------------------------------|-----------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Call Filter Prioritization | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Multi-Tenancy | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Directory/Page Group Scalability | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Default Authentication Domain | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Search Settings for LDAP | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wildcards, 'and' Search | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| International Dialing Codes | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hot Standby | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Directory Colour Coding | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| DDI Diversion with ID | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Notes, V-mail & Contact Hot Keys | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Configurable Direct Transfer | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Direct Field Mappings | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|-----------------------------|---------------|--------|---------------|--------|--------|---------------|---------------|--------|----------------------------------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Available/Unavailable | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Auto Record All Calls | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enhanced keyword | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cross Tab | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cisco CUPS Integration | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Microsoft LCS Integration | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Exchange Server Calendar | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Short Message Service (SMS) | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Click to Dial | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Phonetic Searching | | | | | | | | | | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Serial Calling | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Consolidated Presence form | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|---|---------------|--------|---------------|--------|--------|---------------|---------------|--------|---------------|------|--------|------|--------|---------|---------|---------|
| Enhanced Graphical User | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Flexible Font Sizing | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| JAWS Screen Reader 9.0 | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Directory A-Z/Z-A Sort | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Enhanced User Rights (Disable view) | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Presence short cut key (Arc Keyboard only) | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Extended Dial Plan | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Enhanced localisation | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Large scale BLF support (10k devices) | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Platform support for Windows Server/SQL Server 2008 32bit | | | | | | | | | | | | ☑ | ○ | ○ | ○ | ○ |
| Searchable, more scalable BLF | | | | | | | | | | | | | ☑ | ○ | ○ | ○ |
| Enhanced Call Connect integration capability | | | | | | | | | | | | | ☑ | ○ | ○ | ○ |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|---|---------------|--------|---------------|--------|--------|---------------|---------------|--------|---------------|------|--------|------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Auto import of CUCM directory | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support for Cisco 69xx 89xx and 99xx handsets | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dedicated voicemail transfer key | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Enhanced wildcard search | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microsoft 2007 Release 2 Presence Icons/Behaviour | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Additional Language support | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Accessibility – JAWS 9 & 10 plus Zoom Text | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Call Connect Wallboard API | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Call Connect Agent + Call statistics output | | | | | | | | | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|---|---------------|--------|---------------|--------|--------|---------------|---------------|--------|---------------|------|--------|------|----------------------------------|----------------------------------|----------------------------------|-----------------------|
| Database Schema service | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enhanced user interface | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| CTRL F12 alternate contacts | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A. Enhanced Notes: Coloured directory line | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enhanced phonetic search configuration | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Arc Server support for VMWare ESXi4 & ESX4 | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Voice Connect SQL support | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Enhanced Arc client upgrade support | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Improved Busy Lamp Field Support | | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> |
| Call Connect Icon Update | | | | | | | | | | | | | | | <input checked="" type="radio"/> | <input type="radio"/> |

| Feature | R4.1.0 sr2 | R4.1.1 | R4.1.1 sr1 | R4.1.2 | R4.1.3 | R4.1.3 sr1 | R4.1.3 sr2 | R4.1.4 | R4.1.4 sr2 | R5.0 | R5.0.1 | R5.1 | R5.1.1 | R 5.1.2 | R 5.1.3 | R 5.1.4 |
|--|---------------|--------|---------------|--------|--------|---------------|---------------|--------|---------------|------|--------|------|--------|---------|---------|---------|
| Call Connect Directory Transfer | | | | | | | | | | | | | | | | |
| Personal Directory Groups | | | | | | | | | | | | | | | | |
| Improved Server Upgrade Support | | | | | | | | | | | | | | | | |
| Support for CUCM from 6.1 to 8.6 | | | | | | | | | | | | | | | | |
| CallRex Call Recording integration | | | | | | | | | | | | | | | | |
| Call Control and Pop API - operator | | | | | | | | | | | | | | | | |
| Directory Connector for Call Connect | | | | | | | | | | | | | | | | |
| Support for CUCM 8.6.2 | | | | | | | | | | | | | | | | |

1.3 Current Arc Upgrade Software Product Code Table:

Upgrade product codes are dependent on whether an upgrade is deemed as Minor or Major, together with whether the customer site is covered under a valid 'plus' support contract, as follows: (where 'XXX' relates to the region into which the upgrade is supplied i.e. USA, MEA, EUR, APAC)

Note that MAJOR upgrades (that is, those moving from one major version to another, such as from version 4.x to 5.x) will usually require an upgrade VIA the major version and won't be possible in one single step. Please refer to the release notes and installation / upgrade documentation available with the product release for further information)

| Original Arc Software Version | Upgraded To Version: | Upgrade Part Code For unsupported customers or 'standard' support contract holders | Upgrade Part Code For " Plus" support contract holders |
|-------------------------------|----------------------|---|---|
| Pre Arc 4.1.0 | Arc 5.1.2 Premium | MAJOR NON-SUPPORTED UPG-MA-NS-XXX | MAJOR SUPPORTED UPG-MA-S-XXX |
| Arc 4.1.0 thru to 4.1.1 | Arc 5.1.2 Premium | MAJOR NON-SUPPORTED UPG-MA-NS-XXX | MAJOR SUPPORTED UPG-MA-S-XXX |
| Arc 4.1.2 thru to 4.1.4sr2 | Arc 5.1.2 Premium | MAJOR NON-SUPPORTED UPG-MA-NS-XXX | MAJOR SUPPORTED UPG-MA-S-XXX |
| Arc 5.0.1 thru to 5.1.3 | Arc 5.1.4 Premium | MINOR NON SUPPORTED UPG-MI-NS-XXX | MINOR SUPPORTED UPG-MI-S-XXX |
| Arc 4.1.0 Solutions+ | Arc 5.1.4 Premium | MAJOR NON-SUPPORTED UPG-SPLUS-XXX | MAJOR SUPPORTED UPG-SPLUS-XXX |

1.4 Pricing

Pricing for the above product codes is available from your local Arc Sales office.

1.5 Additional options

There are a number of additional, chargeable options that are available to Arc Enterprise Premium 5.1 customers that may not have been available on previous versions of attendant console software.

| Option | Description |
|---------------------|--|
| XML Presence | Enables Cisco IP phones to enter their presence status via the handset, which is then visible to Arc Console Operators |
| XML Whisper Page | Provides Arc Operators with the ability to send text messages to Cisco IP Telephone screens, with an option for users to reply |
| CUP/OCS Integration | Integration to both Cisco and Microsoft presence management tools, to provide presence information to the Arc Operators |
| Click-2-Dial | Enables Arc Operators to dial and transfer calls to any telephone that is found in any other application. i.e. Intranet directory/crm system |
| Supervisor | A comprehensive management and reporting tool capable of controlling and the Arc server and associated client applications |
| Wallboard | Real time performance indication software which enables key statistics to be displayed on a PC screen |
| Hot Standby | Duplicated Arc servers for enhanced resilience and disaster recovery |
| SMS Messaging | Enable Arc Operators to send text messages directly to cellular phones |

| | |
|-----------------------------------|---|
| Voice Connect | Server module which provides in-queue, out of hours and information voice messages |
| Call Connect Agent Desktop | Desktop client to enable users in departments, small call centers and helpdesks to answer calls in a more formal manner |

1.6 Associated costs

In addition to the Arc software upgrade, there are a number of other associated costs that will be the responsibility of the Reseller to quote appropriately. Please note that the Arc software upgrade does not include the following:

1. **Professional Services** required to perform the upgrade – This will be provided by either suitably qualified Reseller engineers or by Arc engineers. If the upgrade services are to be provided by Arc engineers, this work will be quoted to the Reseller.
2. **Minimum hardware specifications** will be published by Arc Solutions for each new version of Arc. It is the responsibility of the Reseller to ensure that the hardware platform is adequate to meet the minimum requirements for the proposed software release.
3. **Third party software licensing requirements** may change from version to version. It is the responsibility of the Reseller to ensure that all third party licensing requirements for the Arc Software are adequately fulfilled as specified by the Third party. For Example, Microsoft SQL licensing.

1.7 End Users upgrade eligibility.

A. 'Business Plus' and 'Total Plus' supported customers

Customers whose Arc software is covered by an enhanced 'plus' contract, are eligible for all minor and major software upgrades to be provided at no additional charge, on the condition that the support contract is continual, with no lapse in coverage.

(Excludes those items detailed in section 9 of this document).

B. 'Business' or 'Total' Supported Customers

Customers whose Arc software is covered by a standard 'Business' or 'Total' contract, are eligible for all minor software upgrades to be provided at no additional charge, with major upgrades being chargeable, at a discounted rate. This is on the condition that the support contract is continual, with no lapse in coverage.

(Excludes those items detailed in section 9 of this document).

C. Non Supported Customers

Unsupported customers will firstly be required to purchase a support contract before being supplied any upgrade. Upgrades will then be supplied dependant on the type of contract purchased, as detailed above. Arc Solutions reserves the right to levy an additional charge for any unsupported period of software usage, prior to the upgrade.

(Excludes those items detailed in section 9 of this document).

D. SolutionsPlus Customers

All upgrades from SolutionsPlus to Arc Enterprise Premium remain chargeable. (Price on application)

For clarifications and upgrade pricing, please refer to your local Arc account team.

1.8 Notes on Arc Software Upgrades:

As with all upgrades, Arc will from time to time announce that particular upgrades must be applied to customer sites as part of standard support. It is the responsibility of Resellers to apply these upgrades (and Engineering Specials) as they are made available by Arc.

Arc has a defined and published End Of Life Policy for software. Upgrades and ongoing support for old versions of Arc software will be made available based on this Policy.

© 2003 - 2012 Arc Solutions (International) Ltd. All rights reserved

No part of this documentation may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without permission from Arc Solutions (International) Limited.

Arc Solutions (International) Limited reserves the right to revise this documentation and to make changes to its content from time to time without obligation on the part of Arc Solutions (International) Limited to provide notification of such revision or change.

Cisco is a registered trademark of Cisco Systems, inc.

Unless otherwise indicated, Arc Solutions (International) Limited registered trademarks are registered in the United Kingdom and may or may not be registered in other countries.

All trademarks acknowledged

Europe
Arc Solutions
(International) Ltd.

Innovation House
Pincent Lane,
Reading, Berkshire.
RG31 4UH

T: +44(0) 118 943 9200
f: +44(0) 118 943 9201

e: info@arcsolutions.com

Support
+44(0) 118 943 9205

Americas
Arc Solutions
(International) Inc.

Research Triangle Park
4819 Emperor Blvd
Durham
North Carolina 27703

T: +1 877 956 0272
f: +1 919 313 4794

e: inquiries@arcsolutions.com

Support
+1 877 956 0272

Asia Pacific
Arc Solutions
(International) Ltd.

2 Marks Street
Naremburn
NSW 2065
Australia

T: +61 409 692 480
f: +61 (0)2 9437 4595

e: apac-info@arcsolutions.com

Support
+61 1300 797 724
+44(0) 118 943 9212