

Artel Software Support Lifecycle Policy

The Artel Software Support Lifecycle Policy covers Artel software products that are supported continuously through the release of new software versions. This policy is intended to protect your investment in Artel software products while also ensuring new versions can be created that provide new capabilities. This policy provides the status of Artel software products for planning purposes.

Under this policy, the product remains in support if the following criteria are met:

- 1.) The product is installed on systems which meet the minimum system requirements published for the product.
- 2.) You are licensed to use the product and are using it in accordance to the published License Agreement for the product.
- 3.) The product must be within the Active or Limited support lifecycle phase of Artel's Support Lifecycle Policy.

Support Lifecycle Policy

The Support Lifecycle Policy is comprised of the following phases:

Support Lifecycle Phase	Description	Support Duration
Active	Technical Support is readily available. Artel will remediate defects via routine updates and patches as may be required from time to time.	Versions remain in Active Support so long as they are the currently shipping version, are within 18 months of their release date, or until next Major version is released.
Limited	Technical Support continues to be available, but remediation of defects is restricted to critical and severe defects, as per the Artel Software Patch Management Policy.	Limited support commences at the end of the Active support phase (above) and ends 6 months thereafter.

Technical Bulletin

Out of Support	Technical support is no longer available, and remediation of defects will require an upgrade to a supported release.	Commences at the end of the Limited support phase and lasts through product obsolescence.
Obsolete	The product is no longer offered for sale and a notification is distributed to customers that announces end of life of a product.	The obsolete version will be unsupported 12 months after the announcement date unless otherwise specified in the end of life notification.

Software Product Version Status

PCS Software

Release	Release Date	End of Active Support	End of Limited Support
1.4.2	November 2020	At Minimum May 2022	End of Active Support + 6 months
1.4.1	June 2020	December 2021	June 2022
1.4	April 2020	October 2021	April 2022
1.3	December 2019	June 2021	December 2021
All Prior	-	Out of Support	Out of Support

MVS Data Manager

Release	Release Date	End of Active Support	End of Limited Support
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Technical Bulletin

3.5.0.9	January 2021	At next major version release	End of Active support + 6 months
3.4.0.3	January 2020	July 2021	January 2022
All Prior	-	Out of Support	Out of Support

Artel VMS Software

Release	Release Date	Current Support Level	End of Active Support	End of Limited Support
All	-	Obsolete	December 2020	December 2022

Artel Pipette Tracker

Release	Release Date	Current Support Level	End of Active Support	End of Limited Support
All	-	Obsolete	Out of Support	Out of Support

Obtaining New Product Versions

When new product versions are available, Artel sends an email notification to the registered contact for your organization. Ensure the correct contacts are updated with your Artel representative to receive these notifications.

The following software products require an active support plan to obtain new product versions:

Software Product	Support Plan Term	Support Plan Details
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Technical Bulletin

PCS Software	12 months	Initial purchase includes first 12 months of support plan. To acquire new product versions after initial 12 month window, renewal of a new 12 month term is required. New product versions can be acquired without an active support plan by purchasing the software at the current list price for the software.
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The following software products do not require a support plan to obtain new product versions:

Software Product	How to Obtain New Product Versions
MVS Data Manager	Refer to download links in email notification or contact Artel Technical Support.
Artel Pipette Tracker	New product versions are no longer available for this product.
Artel VMS Software	New product versions are no longer available for this product.

Validating a New Product Version

For customers who require onsite Validation of Artel software products, Artel offers a Validation Guide and Validation services to aid in the completion of the Validation. The Validation Guide provides a specific workflow for version upgrade scenarios to reasonably limit the scope of the Validation effort.

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Artel Software Product Update and Patch Management Policy

BACKGROUND

Keeping software up to date is a best practice that provides additional feature benefits and security improvements that can be critical to keeping your systems and environment protected.

Patch Versus Update

In most cases, Artel releases updates to software products through full new software versions. This reduces complexity on identifying software versions installed on systems and provides the best experience for providing additional features and software enhancements.

In some rare cases, Artel will provide a patch, deployed as an installer or file set containing only the necessary changes for the patch and which needs to be installed on top of an existing software installation. This type of patch update would be available in the following example scenarios:

1. A defect is identified which results in incorrect calibration, verification, or operator training data
2. A defect is identified which results in the inability to use the system
3. A defect or security issue is identified which results in a specific security compromise in customer environments

Patch Availability Notification

When a software patch or new software version becomes available, Artel sends an email notification to customers alerting them of the software availability, changes implemented in the new version, and recommendations on re-performing Installation Qualification and Operational Qualification, if applicable. It is important to ensure that the correct contacts at your organization are added as contacts for this email distribution if you wish to receive new version and patch availability notifications.

Patch and Update Installation Responsibilities

Customers assume all responsibilities to patch and update systems according to their risks and needs. Artel does not automatically perform any system updates, even if Artel installed your system as part of an installation service event. Software updates and patches can be installed by Artel onsite if additional installation services are purchased for the update, but Artel designs patches and updates to be self-installable.

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Artel software products are comprised of Artel-developed and third party components. The responsibilities for ensuring these components are up to date differ based on their provenance.

Component	Artel Responsibilities	Customer Responsibilities
Artel Client Applications, Artel Application Services, and Artel Support Applications	Artel provides updates and patches to customers as per Artel Software Support Lifecycle Policy	Customer assumes responsibility for providing Artel with current responsible party contact information for notification of patches and updates. Customer assumes responsibility for updating software installations with updated software or patch.
Microsoft SQL Server	Artel bundles a SQL Server Express Edition installation with some software products for customers who do not have an IT-managed SQL Server infrastructure. Artel updates the version of this included SQL Server installer at the time of new software update release for the benefit of new customers and convenience of upgrading for existing installations. Between releases, Artel does not provide SQL Server version updates.	SQL Server Express Edition customers: Customer assumes responsibility for the security and feature updates of Microsoft SQL Server outside new software product releases. The following link may be helpful in maintaining SQL Server. https://docs.microsoft.com/en-us/sql/database-engine/install-windows/latest-updates-for-microsoft-sql-server Other Edition customers: Customer assumes responsibility of maintaining their own IT infrastructure, including Microsoft SQL Server versions, updates, patches, and licenses.
Device Drivers (Brother Printer, Handheld Barcode Scanners, Virtual Serial Port Drivers)	Artel reviews and updates these drivers as needed as part of software releases. Artel recommends utilizing Windows Update to keep drivers up to date.	Customer assumes responsibility of keeping drivers up to date by utilizing Windows Update
Microsoft .NET (Framework Versions and ReportViewer Controls)	Artel builds software products against specific .NET Framework and ReportViewer versions and decisions to move the Framework or ReportViewer versions forward are based on functional need.	Customer assumes responsibility of keeping Operating System software, including Microsoft .NET Framework versions on their system up to date. For the latest information, the following link may be helpful: https://support.microsoft.com/en-us/lifecycle/search?alpha=.net%20framework

If you have any additional questions or concerns, please contact Artel Technical Support at 888-406-3463 option 2 or by email at support@artel.co.

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