

# Upgrade Entitlement (UE)

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## Introduction

The long-standing commitment of BAE Systems' Geospatial eXploitation Products (GXP) group to serving and responding to the software user community of mapping professionals, image analysts, geospatial analysts, and photogrammetrists is exemplified by the goal of our support services: to optimize your image analysis and photogrammetry solutions. To maximize your success in using GXP software, we offer a comprehensive software support program, which is called Upgrade Entitlement (UE).

## Benefits of the GXP UE program

When you subscribe to the GXP UE program, you are guaranteed to receive the most current version of all software purchases, ensuring that you keep abreast of the latest technology. UE also includes unlimited technical support — via telephone, email or fax — allowing you to overcome most technical issues and minimize downtime. GXP's UE program includes:

- Software patches
- Software updates
- Technical support
- Focus groups

## GXP UE program

UE is an added benefit offered to SOCET SET<sup>®</sup>, VITec<sup>®</sup> and SOCET GXP<sup>®</sup> users. A 90-day warranty is included with all GXP product license purchases and provides the same privileges as the UE program. It is highly recommended that before the end of this initial warranty period, you ensure continued support by subscribing to the UE program, the components of which are described below. To do so, please contact your GXP sales manager or distributor, or send an email to [socetgxp.sales@baesystems.com](mailto:socetgxp.sales@baesystems.com). Similarly, if you already have UE in place, you should renew the agreement before the existing UE expires to avoid reinstatement charges.

## Software updates

When BAE Systems issues new releases or updates to its software, the changes are identified by version number (e.g., v5.4, v2.3 etc.) Typically, BAE Systems delivers one release per year for each of its software products. The primary focus of these releases is to upgrade product features and functionality. Customers with UE are entitled to these releases, and will receive updates for the software modules they currently own. New software modules that are sold separately are not included under UE until a license and the appropriate UE are purchased.

Software updates are distributed automatically to UE subscribers in the form of media kits, which include softcopy documentation.

## Technical support

The GXP Product Support Center is dedicated to providing prompt, expert assistance to GXP software users with UE. Areas of support include telephone, email, and fax assistance in solving problems arising from the use of GXP software, interfacing of GXP supported peripheral devices, and logging of enhancement requests and bugs submitted by the user.

## Accessing technical support

Customers may contact the GXP Product Support Center team at any time. Depending on your location, contacts are as follows:

**GXP Product Support Center: U.S.A. and Canada**

- Telephone: (800) 316-9643 (toll free in the U.S. and Canada) or (703) 668-4385
- Email: [socetgxp.support@baesystems.com](mailto:socetgxp.support@baesystems.com)
- Fax: (703) 668-4381

**GXP Product Support Center: All other countries**

Customers located outside the U.S. and Canada who need product support should contact their local distributor or regional GXP office. Detailed advice on accessing the GXP Product Support Center will be provided at the time of purchase.

As soon as you encounter an issue that needs to be resolved, please notify us immediately. We will make every effort to resolve the issue as soon as possible. When contacting the GXP Product Support Center, please be ready with the following information so that we may help you quickly:

- Software name and version number
- The exact wording of any message that appeared on your computer screen
- What happened, and what you were doing when the problem occurred
- How you have tried to solve the problem
- Hardware description and manufacturer; operating system and version number

Once received, each reported incident is given a unique identification number for reference. After an incident is logged, the user is contacted by the next available support engineer for the product being used. We are committed to logging your request within four working hours, and responding to your request within one business day.

**Resolution time**

For customers with current UE agreements in place, BAE Systems will make every effort to ensure that our software products perform in all material respects in accordance with the software documentation. The time required to answer questions and resolve problems depends on the type of problem and whether we are able to reproduce it at our site. Ordinarily, we are able to answer questions and suggest solutions to problems on the same day that we receive them, often immediately. If research or consultation is required, a complete response may take two to three business days. Under rare circumstances, resolution may take longer. If the problem turns out to be a coding or documentation error for which there is no workaround, resolution may have to wait for a future programming modification, which will typically be issued as a software patch. Usually, however, we can clarify documented issues and provide satisfactory workarounds.

During the decision making process regarding appropriate action and resource allocation required to solve problems, BAE Systems will take into account the severity of the problem, which could fall into one of the following categories:

- Level 1: System is down, i.e., the problem causes the system to be inoperable to all users and data may be lost
- Level 2: There is a functional problem that has a significant impact, threatening productivity; such problems may be difficult to work around and may reduce system usage considerably, but there is no loss of data
- Level 3: The problem may have a significant impact in that production proceeds but is impaired; however, a workaround is available and there is no loss of data
- Level 4: The problem is minor—there is no significant effect on productivity, but the user experience is to some extent unsatisfactory; the appearance of the software may not be ideal; the issue could be defined as an enhancement request

Problems that can be reproduced will be corrected based on their severity and their impact on a number of users. The solution will be provided by means of a patch, as defined above. Every effort will be made to correct problems in the first two categories, which are sometimes referred to as “substantial defects,” and issue a patch within a reasonable time. This relates to problems encountered regarding the use or performance of the software, as opposed to enhancement requests. Level 3 issues may be treated this way, or BAE Systems may decide, after due consideration, that resources are better used by treating them in the same way as

Level 4. Level 4 issues, however, are most likely to be designated as enhancement requests. BAE Systems is under no obligation to provide these under UE, but may elect to do so, in either a patch or a new release, according to the potential sales impact and the number of users the enhancement will assist.

## **Online support services**

For online support 24 hours a day, seven days a week, the support pages of our website, [www.baesystems.com/gxp](http://www.baesystems.com/gxp), offer useful information and support resources covering a variety of topics. You can access information about software and updates, find answers to the most frequently asked questions, discover workarounds, and download technical materials. GXP maintains a technical database of tips, workarounds, and answers to users' most frequently asked questions for all GXP products. Your questions may have been encountered by other users, so it's possible that a solution to your inquiry is listed here.

## **GXP Discussion Forum**

The GXP Discussion Forum comprises a community of professionals who post questions, or actively help others. Other users of the software who are GXP Discussion Forum members will join the discussion and answer your questions. Please note that this is not an alternative to UE and answers are not provided by GXP staff.

## **Training**

Scheduled training is held at various centers throughout the year. For information, visit [www.baesystems.com/gxp](http://www.baesystems.com/gxp) or call the GXP Product Support Center, (800) 316-9643 (toll free in the U.S. and Canada), or (703) 668-4385.

## **Focus groups**

Periodically, GXP runs focus group events on a regional basis, by invitation, to encourage selected users with UE to provide information to GXP on their use of GXP technology and their wishes in terms of how the products develop in the future. These events give you the opportunity to work with GXP staff to design more effective products and to find out about other users' experiences with the products.

## **User conferences**

### **International user conference**

Each spring, GXP holds its annual international user conference in San Diego, California, U.S.A. This user conference provides an opportunity to share ideas and experiences with other users, and meet GXP staff face-to-face to ask questions and offer suggestions on how GXP can better serve your organization's needs. In addition to plenary and parallel sessions that include technical material from GXP staff as well as presentations from customers and partner suppliers, you can attend your choice of many technical workshops on how to use GXP software. For more information about the annual user conference, visit our website.

### **Regional user conferences**

GXP hosts biennial, regional user conferences in two regions: Europe, Middle East and Africa; Asia-Pacific, and Pacific Rim. These are regionally focused and offer opportunities to interact with other users, meet GXP staff face-to-face, and learn about the latest product developments. For more information about GXP regional user conferences, visit our website.

## **Terms, conditions and limitations of the GXP UE Program**

All services and inclusions in our UE program are for users who have renewed and paid the annual UE charges in advance, including those who have newly purchased GXP software and have purchased UE before the warranty period expires. The terms, conditions and limitations are as follows:

- UE fees are payable yearly in advance
- A reinstatement fee will apply if UE lapses by more than 90 days

- Prorated UE and reinstatement fees will be quoted separately
- Wherever possible, we will work with customers to prorate UE so that renewal dates are the same for all of a customer's licenses, greatly simplifying the renewal process
- Working hours and the business day normally mean from 8 am to 5 pm in the time zone of the GXP office to which the customer normally directs requests for technical support, from Monday to Friday, excluding holidays observed by GXP staff. Outside these times, GXP will make reasonable efforts to solve technical support issues using other offices and staff. These times may vary from country to country
- Prices, terms, and conditions are subject to change without notice. Fees are based on the rates in effect at the time payment is due. Fees for UE are non-refundable
- Technical support is offered for the current or previous release of the software; BAE Systems does not supply or support earlier versions
- Errors in the current release corrected by means of a patch will not be corrected in the previous or earlier releases
- Use of GXP software is subject to the terms and conditions of the GXP Software License Agreement
- Previous versions remain subject to the terms of the GXP Software License Agreement and may not be transferred to any other person or entity
- BAE Systems is under no obligation to provide support or correct problems that: 1) cannot be reproduced or verified; 2) are encountered with respect to the operation or performance of the software and are caused by a customer generated error
- Technical support is limited to unmodified GXP software
- GXP does not provide technical support for hardware, graphics cards, monitors, plotters, graphics printers, digitizers, modems etc. except to answer questions on how standard, supported devices interface to GXP software

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**FOR MORE INFORMATION CONTACT:**

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