Software Maintenance Program

HARRIS GEOSPATIAL SOLUTIONS, INC.

A SUBSIDARY OF HARRIS CORPORATION

Last edited: 5 November 2018

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Section 1.0 Maintenance Program

1.1 Purpose.
The purpose of this Maintenance Program ("**Program**") document is to:

- Describe the Program for customers.
- Provide definitions of Maintenance and support-related terminology.
- Describe Program quoting and invoicing procedures.
- Describe the services provided by Support Services.
- List general procedures and conditions including contact information and requirements.

1.2 **Program Overview.** The Program, also referred to as "**Maintenance**," is the support provided for unmodified Software to the Software license holder ("**Licensee**", "License Administrator", "License User") which includes Support Incident tracking, attempts to assist with reported problems (Support Incidents), new releases, training, and enhancements**.** Maintenance for the first year is automatically included when qualifying Software is initially purchased.

Support Overview:

The **Standard Support Plan** that comes with maintenance includes:
- Installation and licensing support
- Product level support
  - Basic tips / instruction on how to use the software
  - Conceptual / simple code examples and general guidance
- Help article / knowledge base access
- Community forums access
- Bug / feature reporting

The **Standard Academic Support Plan** that comes with maintenance includes:
- Installation and licensing support
- Help article / knowledge base access
- Community forums access (for answers to product questions)
- Bug / feature reporting

The **Standard Academic Support Plan for SITE / Lab licenses** that comes with maintenance includes:
- Installation and licensing support
- Product level support (through one Point of Contact (POC) / License Administrator)
  - Basic tips / instruction on how to use the software

- o Conceptual / simple code examples and general guidance
- Help article / knowledge base access
- Community forums access
- Bug / feature reporting

Section 2.0 Definitions and Descriptions

Terms used in this Program shall have the following meaning:

2.1 Licensee, License Administrator or Authorized License Administrator

A "Licensee", "License Administrator" or "Authorized License Administrator" is an individual designated to make decision on the license as well as who may contact Harris to request technical support (e.g., to submit Support Incidents or request assistance with Software use).

2.2 Maintenance ID

"Maintenance ID" means the number created and provided by Harris that is associated with each license. The number may also be referred to as an installation, contract number on the invoice and/or packing list that is shipped with the Software.

2.3 License User

A "License User" is the end user of the Software who may contact Technical Support Services (e.g., to submit Support Incidents or request assistance with Software use). The License User will need to get permission from the License Administrator if changes to the license are required (re-host/upgrade).

2.4 Support Incident

A "Support Incident" is the record of a customer request for technical assistance made by e- mail or Support Incident web form. It contains technical notes and documentation of all interactions between the customer and support representative related to the request. The Support Incident tracking number is provided by a support representative in the email subject line when the support representative corresponds with the License Administrator or License User. The Support Incident number is used for referencing the request. The status of a Support Incident can be new (waiting to be assigned), accepted (initially assigned), active (the support representative is working on it), pending (waiting on the customers response/we need more information) or closed (complete – no further action required).

2.5 Maintenance Renewal Quote

"Maintenance Renewal Quote" is the non-invoice notification, issued approximately 60 days before the expiration of a Maintenance term, to all customers that have current Maintenance that are nearing the Maintenance term expiration date. The quote is sent to the purchasing contact that has been designated to receive all renewal-related correspondence from Harris. The Maintenance Renewal Quote is sent via e-mail and contains information about the forthcoming Maintenance Term, which includes the type of Software licensed and quantity of licenses, the start and end dates of the Maintenance Term, and the Maintenance renewal fees due.

2.6 Maintenance Term

"Maintenance Term" is the start and end dates, during which customers with licensed products are entitled to receive the applicable Maintenance benefits.

2.7 Updates -Patches and Service Packs

2.7.1 Patches / Hotfixes

A "Patch" is a single fix or a set fixes in the software that will affect many customers and needs to be posted on the web for general availability (also known as "hotfix"). If a Patch is released it will be incorporated into the subsequent release. A Patch is a specific fix and typically does not add new functionality. For ENVI® and IDL®, Patches typically require the complete released software be installed prior to installing the patch files.

2.7.2 Service Packs

A "Service Pack" is a set fixes and new features. All patches since the previous release will be included in the Service Pack release and posted on the web for general availability. Service Pack release functionality will also be

incorporated into the subsequent release. A Service Pack release will not require installing the product prior to installing the Service Pack (it will include a complete installation plus all the Service Pack changes).

Please note: SarScape® patches are typically a complete installation. Note that Patches and Service Packs are different than Software Upgrades. Please see "Software Version Upgrade" section for more detail on Software Upgrades.

We typically do not send notification for Patches and Service Packs. Please visit the Download pages to see if there are any new Patches or Service Packs or ask your License Administrator.

https://harrisgeospatial.flexnetoperations.com/

Go to the Downloads page, select the **Harris** link under the 'Browse My Software and Documentation' section. Next select the Product link. On the Product Information page, select the product and navigate to the Product Download page. Download the items you wish using the links on the right-hand column.

2.8 Software
"Software" consists of commercial off the shelf programs sold by Harris.

2.9 Software Version Upgrade
A "Software Upgrade" is a set of new functionality and fixes for Software. License Administrators and Authorized Licenses Administrators with licenses current on maintenance are eligible for Software Upgrades and will be notified via email when they can complete their Upgrade. An Upgrade consists of the new installation that can be downloaded or the DVD can be ordered.

2.10 Software License
A "Software License" is the limited grant of rights to use Software as defined by the terms and conditions in the end user license agreement (EULA).

2.11 License Re-host
A "License Re-host" occurs when the License Administrator or Authorized License Administrator requests or generates a license for a different computer than currently assigned. This is typically necessary when an upgraded or replacement computer is purchased for a License User and they will no longer be using their current computer on record with that license. The License Administrator or Authorized License Administrator must confirm that no one will be using the license on the computer on record and only the new computer. The computer Host/Server name and ID are required to complete the License Re-host process.

2.12 Technical Support Services
"Technical Support Services" is Software technical support/technical assistance and license support provided to the Licensee. See the Technical Product Support Services and the License Support Services sections for a more detailed description.

2.13 End User License Agreement (EULA)
Please see EULA located at: http://www.harrisgeospatial.com/Company/Legal/EULA.aspx

Section 3.0 Availability, Notification and Access to Software upgrades

License Administrators and Authorized License Administrators may be notified of Upgrades if their

Maintenance is current. The notification will guide them through the process of downloading the Software and activating their license. Additionally, please check on the Downloads page to ensure that you have the current version (below).

- **Activate License(s):** Use the activation code sent in email or find the activation code on the Harris Download & Licensing Center using the Maintenance ID.
- **Downloading the Software**: The Harris Download & Licensing Center

Section 4.0 License Support Services

Licenses must be under current Maintenance to Re-host the license to another machine or platform of equal value within the same company or organization. Most customers current on Maintenance can manage their current licenses online through our self-serve website (including License Re-hosts):

Manage Your License Activation Code(s): https://harrisgeospatial.flexnetoperations.com/

Note: You must be a License Administrator or Authorized License Administrator to utilize the self-service, on-line licensing applications above. There are some cases where License Administrators or Authorized License Administrators don't have on-line access for upgrading or re- hosting licenses.

Technical Support Services will assist with license questions, re-hosts, and upgrades through email or web submission. Please see the Technical Product Support Services section for details on contacting Technical Support Services.

Harris must approve any request to transfer a license from the Licensee's existing Company of record to another Company or organization (see EULA).

Please note: some licensing terminology may not apply to the Jagwire product.

Section 5.0 Technical Product Support Services

5.1 Support Services.
Support Services comprises the following:

a. Email and Web Support and Incident Reporting/Logging
If a technical issue arises, Licensee can submit a Support Incident through email or the web. The license must be current on maintenance to receive product technical support.

Please send as detailed information as possible with your initial request (Product/Module, Product Version, Operating system and version, error messages). This will help expedite the process.

b. Online Support
The Online Support page is a web site that communicates technical information to the user community in the form of FAQ information, Help Articles, and Platform Support information. Online Support can be found at http://www.harrisgeospatial.com/Support.aspx License Administrators and License Users can also report a Support Incident using the Web Support Incident form located at the Online Support page (Request Technical Support link).

c. Help Articles

Harris provides a knowledge base of known Software problems, "how-to" articles, system requirements, and common error messages for its Software. It can be accessed by navigating to http://www.harrisgeospatial.com/Support.aspx and clicking the Help Articles link.

d. User Forums

The User Community forums are Web based and are provided to share questions and knowledge with the community about technical details and techniques for accomplishing tasks. The Forums can be accessed by navigating to: http://www.harrisgeospatial.com/Support/Forums.aspx and clicking the Forums link where you wish to submit a question. This is a community based tool, so there is no guarantee that each question will be answered. We strongly encourage our users to participate and help each other out.

*Please note: The Forums are publicly viewable and should **not** include ITAR data.*

5.2 Support Services Scope

- To receive assistance from Technical Support, the license needs to have current maintenance (i.e., the license and maintenance contract date need to be the date you are requesting support or a future date). You can check your Maintenance contract date at https://harrisgeospatial.flexnetoperations.com/ . Go to Activation Codes, find your maintenance Contract ID, then look in the right column under 'Entitlement Exp'. If it is set to the current date or a future date then the maintenance ID is current on maintenance. Once that date is reached, you will need to update / renew your maintenance to continue receiving technical support.
- Support Services will guide and provide examples and/or workarounds to assist customers with the problems they are trying to solve.
- Technical assistance provided through Support Services is limited to unmodified Software.
- Technical assistance through Support Services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems, and other like peripherals which are not provided by Harris, except to answer questions of how standard, supported devices interface with the Software. *Please note: There are a few specific exceptions with some hardware purchased through Harris.*
- Harris reserves the right to ask for a small reproduce case that clearly reproduces the software problem. We do not typically debug customer's code.
- Harris reserves the right to limit support for older versions due to the complexities of supporting outdated hardware and software. Please see section 5.5 of this document for details on the Technical Support supported versions.
- Sample applications that ship with each product are provided for demonstration purposes and are considered unsupported.
- Patches received outside the normal delivery of a web download are considered unsupported unless authorized by Harris.
- These terms and conditions are subject to change.

5.3 Accessing Technical Support Services

The License Administrator should designate Authorized License Administrators and License Users for all direct support services-related communications with Harris. License Administrators and License Users within the

- **United States and Canada**: contact Support Services between 8:00 a.m. and 5:00 p.m. (Mountain Time), Monday through Friday, except for United States holidays.

- **Europe, Middle East and Africa**: contact Support Services between 9:00 to 12:30 and 14:00 to 18:00 (Central European Time), Monday through Friday, except for European holidays.
- **Jagwire Support**: available between 8:00 a.m. and 5:00 p.m. (Eastern Time), Monday through Friday, except US holidays.

E-mail:

- North America, SE Asia, and Latin America: support@harris.com
- Europe, Africa: supporteu@harris.com
- Jagwire: support_jagwire@harris.com
- If purchased from Local Distributor: see Contact Us page, International Distributor section

Note: you will need to select your country and product to see the Technical Support contact information (support email).

Web: http://www.harrisgeospatial.com/Support.aspx

- ### By E-mail or Web Request Form

Each reported Support Incident or support request is logged and given a unique identification number for Licensee's reference and tracking. After a Support Incident is logged, the Support Incident will be placed into our Support Queue and then the request will be contacted by a technical representative who will be working on the Support Incident until it is resolved or determined to be a problem in the Software. E-mail support is available to License Administrators and License Users. In addition, the License Administrator or License User may request support by completing an on-line web form available at http://www.harrisgeospatial.com/MyAccount/NewSupportIncident.aspx Support requests are typically answered on a first come, first served basis.

All Support Incidents reported by e-mail or web support incident form are given the same priority and level of attention. However, Support Incidents submitted on the web are viewable in our main queue immediately. Contacting us by email will delay the support incident getting into our main queue slightly.

All requests for technical support should contain detailed information about the Support Incident. To help expedite a solution, technical representatives expect information that includes product and version of the Software, hardware platform, and peripherals (if applicable); the version of operating system; a description of the problem; and Maintenance ID (formerly License/Installation number). Please refer to the "Requesting technical support from Harris Geospatial - FAQ" Help Article for additional details. Technical support representatives will typically respond to Support Incidents by e- mail.

5.4 Preparing for Contacting Support Services

When contacting Harris for technical assistance, the License Administrator or License User should be prepared to provide as much of the following information as possible:
- Your Name
- The e-mail address where Licensee can be contacted
- Your Maintenance ID (License) number
- The version of the Software Licensee is using
- The version of the operating system Licensee is using
- A description of what Licensee was doing when the problem occurred
- The exact wording of any error messages that may appear on the screen
- Any steps taken to resolve the problem

5.5 Technical Support - Supported Software Versions

5.5.1 – Desktop Products:

In general, we strive to support the current version of our desktop products and two versions back or two years back whichever is longer. These guidelines assume that customers requesting support or assistance Maintenance ID is current on maintenance (maintenance for the product and the license is not expired). In some cases, we will support certain types of product requests up to current version and four versions and/or years back as noted in the table below.

Support Type	Current Version	1 Version back	2 Versions back	3 Versions back	4 Versions back	5 Versions back
Basic Support and Software Availability (license re-host and downloading)	ENVI 5.5 & IDL 8.7	ENVI 5.4 & IDL 8.6	ENVI 5.3 & IDL 8.5	ENVI 5.2 & IDL 8.4	ENVI 5.1 & IDL 8.3	ENVI 5.0 & IDL 8.2
General Support - ENVI product family and Modules (installation, licensing, and product questions)	ENVI 5.5	ENVI 5.4	ENVI 5.3	ENVI 5.2	ENVI 5.1	ENVI 5.0
General Support - IDL (installation, licensing, and product questions)	IDL 8.7	IDL 8.6	IDL 8.5	IDL 8.4	IDL 8.3	IDL 8.2

Green	Supported
Light green	Limited Support
Red	Unsupported

Please note:
- Operating system support: Each version of our software supports certain operating system versions. Where applicable, we support our software running on the operating systems and operating system versions that correspond to the version of our software when it was released. For more information please see Help Article 4627.
- Our General Policy on Bug fixes:
  - When the Technical Support team works on support requests, if a fix to the software is requested, the customer will need to wait at minimum until the next release or service pack to receive the fix. Determining when and if the fix will be available is decided by our Product Management team. For more details, please see our Life of a Bug help article.
  - In many cases, we can provide a workaround for our customers. Our goal is to help customers be successful, but there are occasions where we cannot find a workaround. The more information you can share with us when we report a bug, the better the chance the bug will be considered for inclusion in future releases and/or updates.
  - In some cases, when a workaround is not available and it is critical functionality, a patch or hotfix may be requested by the customer and will be considered.
  - The **current released version** will be the version to receive service packs, patches, and hot fixes updates when applicable.
  - There will be **limited support** on non-current versions. This means releases marked limited support will typically not receive service packs, patches, and hot fixes.

- ENVI Classic Interface will be provided 'as is'. Bug fixes will not be made in the Classic interface.

5.5.2 – Enterprise Products

Product	Current Versions	Previous Versions	Not Supported
Jagwire	Jagwire 2.1.3.8 Jagwire 2.1.2.8 Jagwire 1.6.0.14	Jagwire 2.1.3.x Jagwire 2.1.2.x Jagwire 2.1.1.x Jagwire 2.0.x Jagwire 1.6.x	
adLib	adLib 3.7.8.11	adLib 3.7.8.x	adLib 3.7.2 adLib 3.7.2 Update 11

Product	Current Versions	Previous Versions
ENVI Engine (formerly ENVI Services Engine)	ENVI 5.5	ENVI 5.4 / 5.4.1 ENVI 5.3 SP1
Geospatial Services Framework (GSF)	GSF 2.2	GSF 2.1 GSF 2.0

5.6 Technical Support - Academic Support

- General Academic Support: Beginning November 1, 2014 the Academic Support policy is as follows: Academic customers that are current on maintenance will receive Technical Support for installation and licensing but will need to purchase Premium Academic Support for product level assistance. If an academic customer does not wish to purchase Premium Academic Support they can utilize self-help resources available on http://www.harrisgeospatial.com/Support.aspx

- Academic Site License Support Changes: Site licenses current on maintenance will receive installation, licensing and product level Technical Support but will need to name one point of contact (POC) that will work directly with Technical Support. Academic end users of the Software should funnel their support requests through the assigned POC for their organization.

Section 6.0 Maintenance Renewal and Expiration

6.1 Renewal Notice.
Harris will provide purchase contact with a quote to renew services when Maintenance services are scheduled to expire.

6.2 Maintenance Expiration.
If Harris has not received an order or payment prior to the termination date, the license will continue working

as currently installed but will no longer be supported. Licensee will no longer be eligible to receive any Upgrades or Updates that are released after the Licensee Maintenance term has expired. The ability to transfer or re-host the license will not be allowed and Licensee will no longer have access to Technical Support Services.

Section 7.0 Payment

7.1 Payment. Maintenance program fees are purchased annually and payable in advance. Payment terms accepted will be net 30 days only. Credit cards and checks are acceptable forms of pre- payment. For orders less than $500.00 Harris requires credit card payment. Maintenance fees are non-refundable.

7.2 Prorating Maintenance Terms. If multiple Software products have been licensed throughout the course of a year by one customer, separate Maintenance quotes for each product are not issued. Instead, the Maintenance anniversary date for each license is prorated to the anniversary date of the first product licensed, with Maintenance. All licensed Software products offering a maintenance service are synchronized to reflect a common Maintenance end date, regardless of when each was first licensed. These prorated dates will be reflected on the Maintenance renewal quote.

7.3 Reinstatement of Lapsed Maintenance. You may reinstate an expired license within three years of expiration date. If Maintenance has lapsed, Maintenance reinstatement fees equal to the amount of back maintenance from the date Maintenance lapsed, in addition to the current fees, will be required to be paid to reinstate Maintenance.

Section 8.0 Training for 2018

YOUR TRAINING REGISTRATION FEE IS INCLUDED*!

Take your ENVI and IDL skills to the next level with classroom training. Through the end of 2018, classroom training in our Broomfield, CO location is complimentary.

This promotion is available to U.S. customers who are current on maintenance and those considering an ENVI or IDL purchase*. If you're a remote sensing beginner, an advanced image scientist, or anything in between, we've got the course for you.

Class space is limited, so visit our website to register and take advantage of our expert-led training. If you have any questions, feel free to contact your Account Manager.

Academic customers with licenses that are current on maintenance for a mini-lab, lab, or department license may send up to two registrants per training class at no charge. Academic customers with a single academic license that is current on maintenance are eligible for a 25% discount off the standard class fee.