
FrontRange Customer Currently Supported Products



FrontRange Solutions Inc.
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CURRENTLY SUPPORTED FRONTRANGE PRODUCTS 3
SUPPORT FOR HEAT AND GOLDMINE CUSTOMIZATIONS 6

Currently Supported FrontRange Products

As a standard policy, when any major new release of a product (i.e., a new full version release such as HEAT 8.0 or GoldMine 6.0 vs. HEAT 6.4 or GoldMine 6.5/5.7) becomes Generally Available (GA), FrontRange will provide support for the current release version and one full release prior to the current software version as provided in the End-User Maintenance and Support Agreement.

If users experience a problem with a prior product release that is no longer supported and if users are not on the latest version of that prior release, then FrontRange Solutions will make the latest version of the prior, non-supported product available to registered users via a NetUpdate process or CD for a shipping and handling charge, provided end-users are current under maintenance and support. However, FrontRange Solutions will not provide phone or e-mail support for the update process, nor will FrontRange Solutions provide phone or e-mail support for issues related to any build of a prior, non-supported release.

The following table outlines the currently supported products and the expected date when support for these will be retired. The notification to users that product support for a particular version is terminating will be published 180 days before the product support retirement date unless otherwise specified.

| HEAT Product Family | | | |
|---|----------------------------|------------------------------|----------------------------------|
| Product Versions | Currently Supported | Product Sundown Start | Product Support Withdrawn |
| HEAT® 8.x HEAT® Self Service™ 8.x | YES | N/A | N/A |
| HEAT 7.x iHEAT™ 7.x HEAT Self Service 7.x | YES | N/A | N/A |
| HEAT® Plus Call Center 1.x | YES | N/A | N/A |
| HEAT® Plus Remote Support Suite 1.x | YES | N/A | N/A |
| HEAT® WebCenter 1.x | YES | N/A | N/A |
| HEAT® Desktop Manager 1.x | YES | N/A | N/A |
| HEAT 6.x iHEAT 6.x HEAT Self Service 6.x | YES | November 19, 2003 | May 31, 2004 |
| HEAT 5.x | NO | N/A | N/A |
| HEAT 4.x | NO | N/A | N/A |
| HEAT 3.x | NO | N/A | N/A |

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| | | | |
|---------------------------------|-----|---|--|
| HEAT® PowerDesk™ 6.x | YES | With the release of HEAT PowerDesk 8.0. No dates available at this stage. | 180 days from GA of HEAT PowerDesk 8.0 |
| HEAT® Asset Tracker 8.0 | YES | N/A | N/A |
| HEAT Asset Tracker 7.0 | YES | N/A | N/A |
| HEAT Asset Tracker 2.x | YES | With the release of HEAT Asset Tracker 8.0 | May 31, 2004 |
| HEAT Asset Tracker 1.x | YES | March 31, 2003 ¹ | May 31, 2004 |
| HEAT Asset Solution | NO | N/A | N/A |
| HEAT® Plus Knowledge 8.0 | YES | N/A | N/A |
| HEAT® Plus Knowledge 1.x | YES | N/A | N/A |
| Knowlix™ Product Suite | YES | March 31, 2003 ¹ | September 30, 2004 |
| HEAT Web 3.x | NO | N/A | N/A |
| HEAT Web 3.x | NO | N/A | N/A |
| HEAT Web 3.x | NO | N/A | N/A |
| HEAT Workgroup Asset Management | NO | N/A | N/A |

¹ A migration path to HAT 2.0 and HEAT Plus Knowledge is available for existing HAT 1.x and Knowlix customers.

| GoldMine Product Family | | | |
|---|------------------------------|---|-----------------------------------|
| Product Versions | Currently Supported | Product Sundown Start | Product Support Withdrawn |
| GoldMine® 6.x | YES | N/A | N/A |
| GoldMine 5.x | YES | With the release of GoldMine 7.0. No dates available at this stage. | 180 days from GA of GoldMine 7.0 |
| GoldMine 4.x | NO | N/A | December 31, 2002 |
| GoldMine 3.x | NO | N/A | N/A |
| GoldMine 2.x | NO | N/A | N/A |
| <hr/> | | | |
| GoldMine® PLUS Accounting for use with QuickBooks Pro/Premier 2002 ² | YES (U.S. Support Center) | N/A | N/A |
| GoldMine® PLUS for Sage Line 50 ³ | YES (U.K. Support Center) | January 6, 2003 | February 29, 2004 |
| <hr/> | | | |
| GoldMine® 6.x Corporate Edition | YES | N/A | N/A |
| GoldMine® Sales & Marketing™ (version 5.x) | YES | With the release of GoldMine 7.0. No dates available at this stage. | 180 days after GA of GoldMine 7.0 |
| GoldMine Enterprise 4.0 (no SQL) | NO | N/A | December 31, 2002 |
| GoldMine Enterprise 4.0 (with SQL) | NO | N/A | December 31, 2002 |
| Product Versions | Currently Supported | Product Sundown Start | Product Support Withdrawn |
| iGoldMine®/ GoldMine® Everywhere Thin Client | YES | N/A | N/A |
| GoldMine® Everywhere Server | NO | January 15, 2003 | December 31, 2003 |
| <hr/> | | | |
| GoldMine® Service & Support™ | NO | September 30, 2001 ⁴ | September 30, 2002 |

² Only available for U.S. versions of QuickBooks

³ Only available for U.K. versions of Sage Line 50

⁴ A migration path to HEAT or HEAT PowerDesk is available for existing GoldMine Service & Support customers.

| Common Add-on Products | | | |
|-------------------------------|-----|-----|------------------|
| Crystal Reports® 9.x | YES | N/A | N/A |
| Crystal Reports 8.x | YES | N/A | N/A |
| Crystal Reports 7.x | YES | N/A | N/A |
| Crystal Reports 6.x | NO | N/A | January 31, 2003 |
| Crystal Reports 5.x | NO | N/A | N/A |

Support for HEAT and GoldMine Customizations

FrontRange Solutions will provide support to only those customer systems that have been configured by a FrontRange Professional Services Consultant. Customizations supported include:

- Customized Reports

These customizations however

- Have not officially gone through the FrontRange Quality Assurance procedure and are used at the customers own risk

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