



NORTHWOODS®

Product Version Life Cycle

Compass® Software

Date

May 23, 2025



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Compass Product Version Life Cycle

Northwoods is committed to supporting products that our customers use to accomplish their agency's goals and meet the needs of their clients. As technology advances, new versions of these products are enhanced to add even more value to an agency and resolve issues identified by our customers. Additionally, our products are designed to work in conjunction with specific third-party operating systems and applications that must also be regularly evaluated and upgraded in order to keep Northwoods' products current with modern technology.

To that end, the Compass Product Version Life Cycle is intended to give direction to our customers regarding the development and support of Compass software.

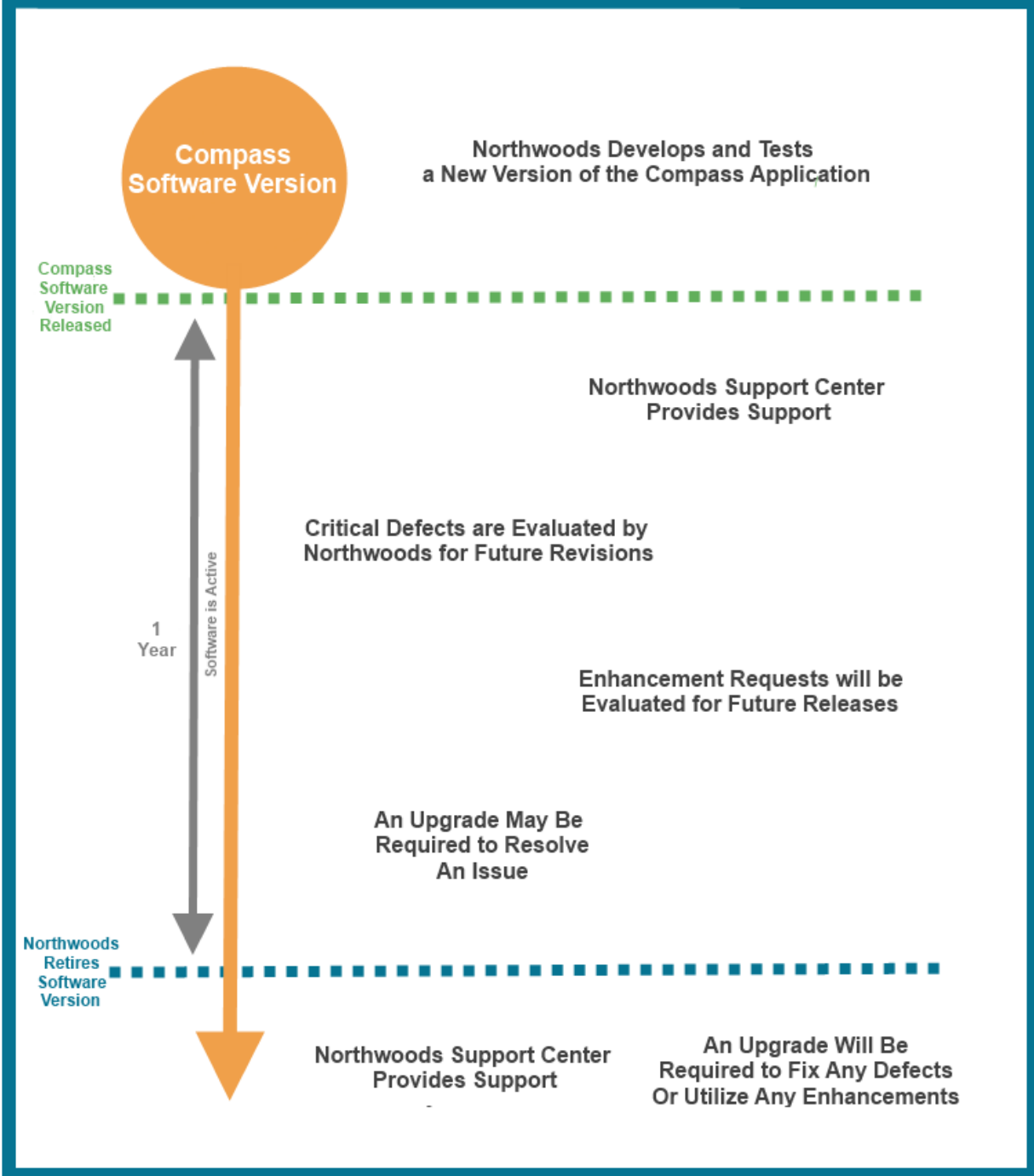
The Compass Product Version Life Cycle Policy is effective as of March 1, 2013, and applies to all Compass software. This policy was last updated on the date listed on the cover of this document and is subject to change.

The policy states:

- Each version of Compass software will be considered active for a period of one year from the date the version was released. The most recent Compass software version will always be considered active regardless of the release date.
- Following that period, Northwoods will consider that version of software retired.
 - We recommend that customers take advantage of their Compass Software Support Agreement to upgrade to the most recent version of Compass software on an annual basis.

The following illustration of the Compass Product Version Life Cycle shows how a version is developed and released, enters the "active" phase, and is then retired after one year.

Compass Product Version Life Cycle



Active Software Versions

The policy for active versions of Compass software states:

- Non-critical defects will be reviewed and prioritized for inclusion in a future version of the product.
 - It will be necessary to upgrade the product when a version that resolves the non-critical defect is released.
- Critical defects will be reviewed and fixed in the current active version of the product on a case-by-case basis at the discretion of Northwoods.
 - In most cases, it will be necessary to upgrade the product to the most recent version to resolve a critical defect.
- Enhancements are included in new versions of the product on a regular basis.
 - Enhancements are not back-ported to older versions of the product.
 - It is necessary to upgrade to the most recent version to gain these enhancements.
- The Compass 3rd Party Compatibility Matrix will be updated on a regular basis to indicate the versions of third-party hardware and software that are compatible relative to versions of Compass products in the active phase.
 - We recommend that customers refer to the Compass 3rd Party Compatibility Matrix prior to the purchase of any third-party applications or hardware to determine the brands and versions certified to be compatible with Compass software.
- The Northwoods Support Center is available to assist with issue resolution for all active software versions.

Retired Software Versions

The policy for retired versions of Compass software states:

- No defects of any kind will be reviewed or resolved in a retired version.
 - If a critical defect is found and the Compass software version is retired, Northwoods will recommend upgrading to the most recent version of Compass software available so that Northwoods has the best chance of addressing the issue.
- Support calls can still be placed to the Northwoods Support Center for versions of the product that are retired as long as Compass Software Support Agreements are current.
 - The Northwoods Support Center will work to resolve an issue or implement a workaround for issues in retired versions of the product.
 - In all cases, it will be necessary to upgrade the product to the most recent version to resolve a critical defect or receive product enhancements.



- Northwoods will no longer certify compatibility of its Compass software with third-party products that are not listed as compatible with a particular release as defined in the Compass 3rd Party Compatibility Matrix.
 - We recommend that customers refer to the Compass 3rd Party Compatibility Matrix prior to the purchase of any third-party applications or hardware to determine the brands and versions certified to be compatible with Compass software.

Compass Appointments Retirement Schedule

The following table details the active and retirement dates for Compass Appointments versions.

Compass Appointments Version	Active Date	Retirement Date
6.6.90	5/6/2024	5/6/2026

Compass Capture Web Retirement Schedule

The following table details the active and retirement dates for Compass Capture Web versions.

Compass Capture Web Version	Active Date	Retirement Date
7.7.0	5/6/2024	5/6/2026

Compass Pilot Retirement Schedule

The following table details the active and retirement dates for Compass Pilot versions.

Compass Pilot Version	Active Date	Retirement Date
7.2.40	6/3/2024	6/3/2025
7.2.41	7/24/2024	7/24/2025
7.2.50	8/6/2024	8/6/2025