

ProspectSoft CRM Upgrade Processes

Increasing Complexity

EBF	<ol style="list-style-type: none">1. EBF's can be installed on individual PC's as is required to resolve the issue(s) they address.2. They are simple to install and remove, and have no affect on replication.3. At any point in time only one EBF can be applied on any one machine. However most EBF's are cumulative until the next Patch is released.4. EBF's do not receive the full testing given to more significant updates and every installation must test to their own satisfaction to ensure that the EBF provides the anticipated solution and has no adverse effects. <p>WARNING: EBF's with a number greater than 99 are customer specific and they should not be over-written or Patched without reference to ProspectSoft's support team.</p>
Patch (n.nn.NNN)	<ol style="list-style-type: none">1. A patch changes the last three digits of the version number, as shown to the left.2. Patches do not contain any change which will adversely affect replication.3. Every client (PC) attaching to a particular database must be at the same Patch level. Thus all clients on a network must be at the same patch level, whilst remotes can be at another. Should those remotes then attach to the network and connect to the Consolidated database, both the network and remote systems need to be at the same patch level.
Minor Upgrade (n.NN.nnn)	<ol style="list-style-type: none">1. A Minor Upgrade changes the middle two digits of the version number, as shown to the left.2. They usually contain changes which will adversely affect replication if not applied in the correct manner.3. It is recommended that Minor and Major Upgrades be implemented by properly accredited staff and may require training on new or changed functionality.
Major Upgrade (N.nn.nnn)	<ol style="list-style-type: none">1. A Major Upgrade changes the first digit of the version number, as shown to the left.2. The exact content and impact of a Major Upgrade cannot be pre-determined but will always have greater consequences than a Minor Upgrade and will always affect replication.3. Major Upgrades must only be implemented by properly accredited staff, and then only after a full discussion of the changes with the Customer and the development of a formal written plan, and are likely to require training on new or changed functionality