

Software Upgrade Program Frequently Asked Questions (FAQ)

Please note the Software Maintenance Program (SMP) has been renamed to Software Upgrade Program (SUP).

Question 1

[What is the Software Upgrade Program \(SUP\)?](#)

Question 2

[What do the terms SLA and SUA stand for and what are they?](#)

Question 3

[I'm a new customer licensing a DSW part number; do I have to subscribe to SUP?](#)

Question 4

[I'm a pre-existing DSW customer. Do I have to subscribe to SUP?](#)

Question 5

[What if I let my SUP lapse for 8 months then I decide to subscribe. Is there a penalty fee?](#)

Question 6

[What are the features and benefits of subscribing to SUP?](#)

Question 7

[Can I subscribe for multiple years of SUP?](#)

Question 8

[What support do I get if I don't subscribe to SUP?](#)

Question 9

[Am I eligible for SUP if I don't license any software?](#)

Question 10

[What is an 'MNT-xyz' part number?](#)

Question 11

[Do all 'DSW' numbers have an associated MNT part number? Is Software Upgrade available for all Curtiss-Wright software products?](#)

Question 12

[How is the SUP pricing established?](#)

Question 13

[Will I be notified when my SUP expires?](#)

Question 14

[How do I access TechNet?](#)

Question 15

[How do I access SUP?](#)

Question 16

[Whom do I contact for questions on TechNet?](#)

Question 17

[How do I register for SUP?](#)

Question 18

[I purchased SUP. When does it start and when does it end?](#)

Question 19

[What is "MNT" and how does it related to "SUP"?](#)

Question 20

[My product is not on the SUP list. What level of support is available?](#)

Question 21

[Whom do I contact for questions on SUP?](#)

Question 22

[How do I know if I need to sign up for SUP?](#)

Question 23

[Why must I pay for software support?](#)

Question 1

What is the Software Upgrade Program (SUP)?

Answer: The SUP enhances customers' access to timely and professional product support and maintenance. The SUP provides Curtiss-Wright customers with increased access to extensive software resources via the web-based TechNet, offering 24/7 availability to a suite of resources.

Question 2

What do the terms SLA and SMA stand for and what are they?

Answer: SLA stands for Software License Agreement and sets out the terms and conditions under which Curtiss-Wright licenses software to each customer.

SUA stands for Software Upgrade Agreement and is a document that describes the Terms and Conditions under which the Software Upgrade Program is governed.

QUESTION 3

I'm a new customer licensing a DSW part number; do I have to subscribe to SUP?

ANSWER:

No. The SUP is provided free of charge during the 90-day warranty period following the purchase of applicable Curtiss-Wright software products, and SUP is available for purchase in 12-month increments thereafter.

QUESTION 4

I'm a pre-existing DSW customer. Do I have to subscribe to SUP?

ANSWER:

No. Subscription to SUP is voluntary.

QUESTION 5.

What if I let my SUP lapse for 8 months then I decide to subscribe. Is there a penalty fee?

ANSWER:

No. There is no penalty fee. Contact your Curtiss-Wright area sales manager or visit the Curtiss-Wright Controls Embedded Computing TechNet web site at <http://technet.cwembedded.com> to sign up.

QUESTION 6.

What are the features and benefits of subscribing to SUP?

ANSWER:

Resources include:

- *Automatic TechNet email notifications*
- *Ongoing BSP releases and integration with the latest RTOS and tools*
- *Access to fixes, upgrades, downloadable patches and workarounds*
- *Technical documentation, updates and errata*
- *"As-is" sample code and example applications*
- *Downloadable software products and demos*

QUESTION 7

Can I subscribe for multiple years of SUP?

ANSWER:

Yes, and in recognition of this additional commitment, the SUP is provided at significant discounts when customers sign-up for terms of 3 years or more.

QUESTION 8

What support do I get if I don't subscribe to SUP?

ANSWER:

SUP is provided free of charge during the 90-day warranty period following the purchase of any Curtiss-Wright Controls Embedded Computing software product. After that 90-day period customers who have not purchased SUP will have restricted access to TechNet.

QUESTION 9

Am I eligible for SUP if I don't license any software?

ANSWER:

No. The SUP is only available for customers who purchase Curtiss-Wright software.

QUESTION 10

What is an 'MNT-xyz' part number?

ANSWER:

The MNT (abbreviated from "Maintenance") nomenclature is used to designate the SUP, for example:

SW Product Number is DSW-DEV-712-010

SUP Product number is MNT-DEV-712-010

QUESTION 11

Do all 'DSW' numbers have an associated MNT part number? Is Software Upgrade available for all Curtiss-Wright software products?

ANSWER:

No. Some Curtiss-Wright software products (DSW Product Numbers) do not have an associated MNT product number. In other words, SUP is not available for all Curtiss-Wright software.

QUESTION 12

How is the SUP pricing established?

ANSWER:

The price of the annual SUP subscription is 20% of the software list price. For further details regarding the SUP please contact your Curtiss-Wright area sales manager or visit the Curtiss-Wright Controls Embedded Computing web site at www.cwcembedded.com.

QUESTION 13

Will I be notified when my SUP expires?

ANSWER:

You will receive a renewal notice 90 days before the service expiry date via e-mail. The renewal will include a quote for the extension of your SUP service.

QUESTION 14

How do I access TechNet?

ANSWER:

You access TechNet at <http://technet.cwcmbedded.com>. If you are a new user, register by following the online instructions and gain access to product documentation, technical tips, and more.

QUESTION 15

How do I access SUP?

ANSWER:

Visit TechNet at <http://technet.cwcmbedded.com> to take advantage of your new SUP purchase. If you have not yet registered your team on TechNet, do so by following the online instructions. On the TechNet home page you will see a section under User Info called Services Activation. Here you will need to provide your Services Activation Key (the purchase order number your service was purchased on) and identify any program contacts you wish to extend software to. This will allow you to access the latest software documentation, patches, upgrades, etc.

QUESTION 16

Whom do I contact for questions on TechNet?

ANSWER:

Please send any TechNet related inquiries to OTT-technetadmin@curtisswright.com.

QUESTION 17

How do I register for SUP?

ANSWER:

If you have not yet registered your team on TechNet, do so at <http://technet.cwcmbedded.com> by following the online instructions. On the TechNet home page you will see a section under Support called Services Activation. Here you will need to provide your Services Activation Key (the purchase order number your service was purchased on) and identify any program contacts you wish to extend software to. This will allow you to access the latest software, documentation, patches, upgrades, etc.

QUESTION 18

I purchased SUP. When does it start and when does it end?

ANSWER:

The Software Upgrade Program (SUP) support commences upon shipment of the associated software purchase. If there is no associated software purchase then SUP

begins immediately. SUP coverage runs for the contracted service period (usually one or three years).

QUESTION 19

What is "MNT" and how does it related to "SUP"?

ANSWER:

"MNT" is the abbreviation for maintenance and is used as a prefix to identify software products that are covered by SUP.

QUESTION 20

My product is not on the SUP list. What level of support is available?

ANSWER:

Support includes expert advice relating to:

- Product installation and configuration
- Understanding product features
- Using product functionality
- Product error verification

In cases of product deficiencies, all reasonable efforts will be made to provide customers with workarounds until a full resolution can be made available from engineering. Support can be provided on a time-and-materials basis.

QUESTION 21

Whom do I contact for questions on SUP?

ANSWER:

Send questions to ec-services@curtisswright.com.

QUESTION 22

How do I know if I need to sign up for SUP?

ANSWER:

If you (the customer) are purchasing (licensing) a new DSW product then your Curtiss-Wright area sales manager will recommend SUP if appropriate. Once you subscribe to SUP then you can go TechNet to activate your service.

QUESTION 23

Why must I pay for software support?

ANSWER:

With an ever-expanding software product portfolio, Curtiss-Wright wants to ensure that it can continue to provide customers with quality software Upgrade for many years to come. To do so, Curtiss-Wright offers customers a Software Upgrade Program (SUP). SUP is a formalized program that ensures customers receive on-going software fixes, patches and new releases to software products. Curtiss-Wright has taken great care to ensure that SUP is offered at rates that are industry norm - currently 20 to 30% of the list price of a purchased (licensed) software product. In this way, Curtiss-Wright will continue to provide customers with the highest quality software.