



12-8-2010 Updated 16-07-2013 - "Insight Version 5 Upgrade Information V3"

Dear Inner Range Insight Customers

As you are probably aware, in the past all version upgrades to Inner Range Insight Professional Software have been available at no cost to anyone who had already purchased a copy of this software. This practice was adopted by Inner Range when Insight was first released because Insight, at that time, lacked much of the functionality customers were entitled to expect from an enterprise software solution of this type. Over the ensuing years, Inner Range has committed many millions of dollars to the ongoing development of the Insight software platform with the result that today, Insight has become a powerful, multi faceted, world class security management solution.

Over the years there have been many thousands of Insight systems installed, some of them quite simple and others very large and sophisticated, but as each new version of Insight has been released, Inner Range has been faced with a significant burden of enquiries and technical support from a growing population of curious existing users who take the opportunity to upgrade simply because it is free. In many cases this reason for upgrading is otherwise unnecessary and the issues which our support personnel are faced with, have less to do with Insight than they do with the idiosyncrasies of the customers IP network and/or their knowledge of the windows operating system and SQL server installations.

Sadly this support load has now grown to a size that it is simply no longer sustainable to issue upgrades to all and sundry at no charge. We regret this development, however in an ironic way it seems to be a byproduct of our success. Inner range is anxious to manage customer concerns over this changing policy so we have tried to develop a charging framework that will deal with most cases but we acknowledge some Insight users may be lost in the cracks, so if you feel that some user has been unfairly disadvantaged under our framework, please feel free to contact Inner Range and ask for special consideration.

Faced with the circumstances described above Inner Range announces that beginning with Version 5, Insight upgrades will become a dongle licensed item and in certain cases a charge may be made for the upgrade. The general framework which determines whether or not the upgrade is chargeable is outlined on the following page.

Kind Regards

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**Director**

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ISO 9001: 2000  
QEC20416  
SAI Global

## Upgrading to Version 5

- ❖ As of 12-8-2010 all customers **registering Insight Professional Version 4** for the first time will also be supplied with the Upgrade Key for Insight Version 5 without cost. This will be supplied along with the standard registration keys.
- ❖ Customers who have **registered Insight Version 4 within the 6 months prior to 12-8-2010** will not receive the Insight Version 5 Key automatically but can apply for it as below and receive it without cost **after version 5 is released.**

## Applying for an Insight Version 5 Upgrade

- ❖ An **"Upgrade to Insight Version 5 application form"** will be made available from the Inner Range Website when Version 5 has been fully released. Customers wanting to upgrade to version 5 will need to complete this form and send it to Inner Range.

## Application Process & Pricing

1. The upgrade fee for Version 5 is calculated by Inner Range on a per site basis, and is based on the existing Insight installations scale and complexity. Your upgrade price will be quoted once you have submitted the Upgrade to Insight Version 5 application form
  2. All applications and payments for Insight Version 5 upgrades should be made directly to Inner Range.
  3. Inner Range will process each application individually and provide upgrade keys or an upgrade quotation directly to the applicant.
  4. All other unusual circumstances, additional requirements or special requests for upgrades should be made to Inner Range using the "Upgrade to Insight Version 5 application form" and will be assessed on a case by case basis.
- ❖ For customers wishing to purchase additional licenses for Insight Version 5 a new request form is now available from the Inner Range Website here:  
<http://www.innerrange.com/products.php?id=155#forms>