

New optional Software Support Agreement (SSA)

New optional Software Support Agreement (SSA) program provides 12 months of free upgrades & online training for end users

As EntraPass continues to deliver new features and enhancements, it is more important than ever that your customers have the education and tools necessary to most effectively use the solution. Effective with this release, we are implementing a Software Support Agreement (SSA) program.

The service you provide to your customers is very important and the customers' expectations are increasing everyday. The Kantech SSA program helps you reach the level of service that your customers expect. By offering your customers SSAs, you will be able to provide your customer with 12 months of software updates and online training. This will reduce the time you spend onsite to train your customers and will reduce the frequency you need to return to train new people. Your customers will receive online training for as many people that need to be trained for the duration of the SSA.

EntraPass customers who choose not to purchase an SSA will continue to receive technical support for their current installations and can purchase options but will not receive new features as they become available. Customers who purchase and activate SSAs during the first year are entitled to a bonus of up to 12 months of online training.

Example 1:

Software installed on January 1, 2008 includes:

12 months of free software updates (expires December 31, 2008)

SSA activated January 1, 2008 includes:

An additional 12 months of software updates added to the initial expiration date (until December 31, 2009)

Online Training up to the SSA expiration date (until December 31, 2009)

Example 2

Software installed on January 1, 2008 includes:

12 months of free software updates (expires December 31, 2008)

SSA activated March 1, 2008 includes:

An additional 12 months of software updates added to the initial expiration date (until December 31, 2009)

Online Training up to the SSA expiration date (until December 31, 2009)

All EntraPass software v3.xx installed after January 1, 2007 can be upgraded to EntraPass software v4.xx at no charge. For EntraPass software prior to v3.18, an upgrade version of EntraPass software v4.xx is available to purchase and will provide you the advantage of the new features and enhancements deliver.

Following you will find all of the details regarding the SSAs:

- 1) Technical support: Available to all Kantech dealers whether or not they have SSA activated for the systems they are supporting.
- 2) Software Support Agreement (SSA): The SSA is available only with EntraPass Edition v4.0. All versions prior to v4.0 (version 3.xx) can be upgraded to v4.xx. See below for more details.
- 3) EntraPass v3.18 and earlier: These EntraPass versions are not eligible for an SSA. Upgrade versions to EntraPass v4.xx are available to purchase for each EntraPass Edition.
- 4) EntraPass v3.xx installed after January 1, 2007. These EntraPass versions can be upgraded to EntraPass v4.xx at no extra cost for the software.
- 5) Upgrade to EntraPass v4.xx without an SSA: Provides 12 months of free software updates from the upgrade install date.

- 6) Upgrade to EntraPass v4.xx with an SSA: Provides 12 months of free software updates from the upgrade install date plus an additional 12 months of software updates following the free update period. The SSA also provides access to the **online end user training** up to the SSA expiration date. In other words, if the SSA is activated at the same time as the EntraPass upgrade to v4.xx, the end user can receive up to 24 months of **online end user training**.
- 7) EntraPass v4.xx without an SSA: Provides 12 months of free software updates from the install date.
- 8) EntraPass v4.xx with an SSA: Provides 12 months of free software updates from the install date plus an additional 12 months of software updates following the free update period. The SSA also provides access to the **online end user training** up to the SSA expiration date. In other words, if the SSA is activated at the same time as the EntraPass Edition Software v4.xx, the end user can receive up to 24 months of **online end user training**.

SSA Calculation

SSAs are renewable annually and will ensure that your customers receive new features with software updates and online end user training. Should you choose to not purchase an SSA, you will still continue to receive technical support for your current installations and free software updates for a period of 12 months from the date of installation.

The number of tokens required to activate an SSA is based on the software edition and number of options activated in the system. The tokens are available in different quantities for each software edition.

EntraPass Special Edition SSA

The easy to use EntraPass Special Edition provides single workstation access control your customers can trust. As EntraPass Special Edition continues to deliver new features and enhancements, it is more important than ever that your customers have the education and tools necessary to most effectively use the solution. The SSA will keep systems up to date and your customers well trained to use them. The Online End User Training tool will provide the information to create cardholder records, modify cards, create schedules, and more. In addition, a certificate will be issued at the end of the training to confirm the team attendance to the online course.

The following table indicates the number of tokens required to activate an SSA for EntraPass Special Edition and the MSRP.

System/Option	Details	Tokens per year
EntraPass Special Edition base system	No options installed on EntraPass Special Edition	1

Model Number	Descriptions
E-SPE-KTK-1	Kantech Token for EntraPass Special Edition (1)

NOTE

If you order and register for more tokens than is needed to activate your SSA, the additional tokens will remain in your system and can be used to activate an SSA the following year.

EntraPass Corporate Edition SSA

As EntraPass Corporate Edition continues to deliver new features and enhancements, it is more important than ever that your customers have the education and tools necessary to most effectively use the solution.

Depending on the size of the system, the system administrator may require various staff members to be involved in the daily system maintenance. Without proper training, the system administrator and his staff will waste valuable time trying to learn the system. The Online End User Training tool provides training on creating cardholder records, modifying cards, creating schedules, and more. A certificate will be issued at the end of training to confirm attendance to the online course.

The SSA is based on the EntraPass Corporate Edition software and each option that is activated in the system. SSAs are renewable annually and will ensure that your customers receive new features with software updates and online end user training.

The following table indicates the number of tokens required to activate an SSA for EntraPass Corporate Edition and the MSRP for the tokens.

EntraPass Corporate Edition

System/Option	Details	Tokens per year
EntraPass Corporate base system	System before options	1
Web concurrent licenses	For each 3 concurrent licenses	1
Video Vault	For each Video Vault	1
Card Gateway	For each Card Gateway	1
Redundant Server	For Redundant Server option	1
Workstations EntraPass Corporate	For every pack of 4 active workstations	1
Corporate Gateways	Excluded from the calculation	0
SmartLinks	Excluded from the calculation	0
Server Workstation	Excluded from the calculation	0

Model Number	Descriptions
E-COR-KTK-1	Kantech token for EntraPass Corporate Edition (1)
E-COR-KTK-2	Kantech tokens for EntraPass Corporate Edition (2)
E-COR-KTK-3	Kantech tokens for EntraPass Corporate Edition (3)
E-COR-KTK-5	Kantech tokens for EntraPass Corporate Edition (5)
E-COR-KTK-10	Kantech tokens for EntraPass Corporate Edition (10)

Example:

1x EntraPass Corporate Edition (one token)

1x Redundant Server (one token)

6x active workstations excluding the server workstation (two tokens)

3x web concurrent licenses (one token)

4x Corporate Gateways (zero tokens)

The total amount of tokens required to activate an SSA is five .

NOTE

If you order and register for more tokens than is needed to activate your SSA, the additional tokens will remain in your system and can be used to activate an SSA the following year.

EntraPass Global Edition SSA

Access control systems continue to require additional assistance from IT services. Server, workstations, redundant server, and web stations are using the network to communicate between components. It becomes increasingly important to get IT services involved in system configuration and to manage the clearances for the system operators. IT services require the latest versions of the applications they are installing. The SSAs will help deliver new features and enhancements, making it easy for IT to manage each system. Training of the new features and enhancements for the system operators can be time consuming. The SSA will fill this need by providing in-depth online end user training. This tool will show the operators how to create cardholder records, modify cards, create schedules, and more. In addition, a certificate will be issued at the end of training to confirm the team attendance to the online course.

The SSA is based on the EntraPass Global Edition software and each option that is activated in the system. SSAs are renewable annually and will ensure that your customers receive new features with software updates and online end user training. The following table indicates the number of tokens required to activate an SSA for EntraPass Global Edition and the MSRP for the tokens.

System/Option	Details	Tokens per year
EntraPass Global base system	System before options	3
Web Concurrent licenses	For each three concurrent licenses	1
Video Vault	For each Video Vault	1
Card Gateway	For each Card Gateway	1
Redundant Server	For Redundant Server	1
Workstations EntraPass Global	For every pack of five active workstations	1
Corporate Gateways	Excluded from calculation	0
Global Gateways	Excluded from calculation	0
SmartLinks	Excluded from calculation	0
Server Workstation	Excluded from calculation	0

Model Number	Descriptions
E-GLO-KTK-1	Kantech token for EntraPass Global Edition (1)
E-GLO-KTK-2	Kantech token for EntraPass Global Edition (2)
E-GLO-KTK-3	Kantech token for EntraPass Global Edition (3)
E-GLO-KTK-5	Kantech token for EntraPass Global Edition (5)
E-GLO-KTK-10	Kantech token for EntraPass Global Edition (10)
E-GLO-KTK-20	Kantech token for EntraPass Global Edition (20)

Example:

1x EntraPass Global Edition (three tokens)
1x Redundant Server (one token)
28x active workstations excluding the server workstation (six tokens)
6x web concurrent licenses (two token)
2x Corporate Gateways (zero tokens)
Total amount of tokens required to activate an SSA is 12.

NOTE

If you order and register for more tokens than is needed to activate your SSA, the additional tokens will remain in your system and can be used to activate an SSA the following year.