



ROLTA

OnPoint™



# ROLTA OnPoint™ Product Life Cycle Plan Feature and Support Deprecation Schedule 2012

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# Feature and deprecation schedule 2012

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## Overview

The purpose of this document is to keep administrators of ROLTA OnPoint™ informed of all planned changes to product features and support for adjacent OnPoint technologies. As with all software products, changes are required to ensure development resources are focused on the most important product capabilities as defined by the customers within the market segments OnPoint is aligned to serve.

When changes are made in the product feature-set or levels of support for adjacent technologies, migration options will be provided to reduce cost, effort and risk to OnPoint customers. One of the goals of this document is to further promote best practices and usage of OnPoint that results in the highest possible value derived for customer organizations.

At a minimum, this document will be updated semi-annually or as planned changes require.

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## OnPoint features and platform deprecation schedule

The following is a list of OnPoint product features and supporting platforms that are scheduled to be discontinued and will no longer be supported either in OnPoint 8.0 or OnPoint 8.5. OnPoint 8.0 is expected to be released in Q1 2013, and OnPoint 8.5 later in calendar year 2013.

- The Classic presentation theme will no longer be available as of OnPoint 8.0. This theme is being removed due to low usage and is being replaced with the Sapphire theme.
- Oracle 9i will no longer be supported as of OnPoint 8.0 due to low usage.
- Oracle 10g will no longer be supported as of OnPoint 8.5.
- Internet Explorer 7.0 and 8.0 will no longer be supported as of OnPoint 8.5.
- SQL Server 2005 32-bit/64-bit and SQL Server 2008 32-bit will no longer be supported as of the release of OnPoint 8.5.
- ESRI ArcIMS 9.3 and ArcGIS Server 9.3 will no longer be supported as of the release of OnPoint 8.0. It is expected that ESRI will retire them in June 2013. This support is being removed due to low usage. OnPoint customers are encouraged to migrate to a generally available version of ArcGIS server.
- ESRI ArcIMS 9.3.1 and ArcGIS Server 9.3.1 will no longer be supported as of the release of OnPoint 8.5.
- Crystal Reports XI R2 will no longer be supported as of the release of OnPoint 8.5.
- 32-bit operating systems will no longer be supported as of the release of OnPoint 8.5.

Category	Discontinued features	Sunset release (no longer supported as of)	Replacement
Themes	Classic	8.0	Sapphire theme
Databases	Oracle 9i	8.0	Oracle 10g +
Map Engines	ArcIMS 9.3	8.0	ArcGIS Server 9.3.1 +
Map Engines	ArcGIS Server 9.3	8.0	ArcGIS Server 9.3.1 +
Web editor	GeoServer 1.4.1	8.0	GeoServer 2.0.1
Base maps	Google API v2	8.0	Google API v 3

**Table 1**

Summary of OnPoint features and support deprecation

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Category	Discontinued features	Sunset release (no longer supported as of)	Replacement
Databases	Oracle 10g	8.5	Oracle 11g+
Map Engines	ArcIMS 9.3.1	8.5	ArcGIS Server 10
Map Engines	ArcGIS Server 9.3.1	8.5	ArcGIS Server 10
Report Engines	Crystal Reports XI R2	8.5	Crystal Reports 2008
Operating Systems	32-bit operating systems	8.5	64-bit operating systems

**Table 1**  
Summary of OnPoint features and support deprecation

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## OnPoint product support life cycle

The OnPoint Product Life Cycle Support Policy is designed to communicate to ROLTA OnPoint administrators the technical support resources available during the product's life span. The typical release schedule for OnPoint is two major releases per calendar year.

The OnPoint Product Support Life Cycle Policy is designed to be complementary to the Rolta OnPoint Standard Service Level Agreement (SLA).

OnPoint version	General availability date	Extended support date	Mature support date	Retired support date
7.5	Oct 2012	Oct 2013	Oct 2014	Oct 2015
7.0 EP	June 2012	June 2013	June 2014	June 2015
7.0	Dec. 2011	Dec 2012	Dec 2013	Dec 2014
6.5	Feb 2011	Feb 2012	Feb 2013	Feb 2014
6.4	Oct 2010	Oct 2011	Oct 2012	Oct 2013

**Table 2**

OnPoint support deprecation schedule

### Support life cycle phases

Below is a list of the phases in the OnPoint product support life cycle. For customer organizations to be eligible to receive support, their annual maintenance for OnPoint licensing must be in good standing.

#### Generally available support

Generally available support is the first phase of the product support life cycle. This support life cycle phase generally has a duration of 12 months from the time the version is released. General availability support includes:

- Incident support (no-charge incident support or paid professional service)
- Security and hot-patch update support
- Ability to request non-security hot patches



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- New environment certification
  - Modes available: email, phone
  - Onsite support (as a paid professional service engagement)

It is strongly recommended that users begin all new projects with the generally available version of OnPoint and upgrade all supporting platforms to currently supported versions.

## Extended support

Extended support generally starts six months after the next full release. For example, extended support for release 6.5 will start six months after version 7.0 has been released unless otherwise stated. The Extended Support phase generally has a duration of 12 months. Extended support includes:

- Incident support (no-charge incident support, paid incident support, support charged on an hourly basis)
- Security updates at no cost
- Ability to request non-security hot patches
- Modes available: email, phone
- Onsite support (as a paid professional service engagement)

## Mature support

Mature support is the third phase of the product support life cycle, which begins immediately after extended support has finished unless otherwise announced. Mature support generally lasts 12 months starting two years from the initial version release date. Mature support includes:

- Incident support (no-charge incident support, paid incident support, support charged on an hourly basis)
- Hot-patch support as a paid professional service
- Modes available: email, phone, or onsite (as a paid professional service engagement)

## Retired support

Retired support is the fourth and last phase of the product support life cycle. This support life cycle phase generally starts three years from the initial version release date. All products under the retired support cycle phase are no longer supported.

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- OnPoint customers are required to move to a generally available release version to benefit from support provided under the OnPoint maintenance agreement.
  - Exceptions are possible where the client has made specific support requirements in their maintenance contracts.

## OnPoint upgrade and migration

Administrators are invited to speak to the OnPoint Technical Support team at any time to seek advice and additional resources when planning a migration from one OnPoint version to another.

### Support desk and documentation resources

The technical support team can provide telephone support and forward migration documentation to aid in these upgrade processes. For more information, please contact our Support Services team by e-mail at [onpoint.support@rolta.com](mailto:onpoint.support@rolta.com).

### Professional services

Rolta can provide onsite services on a per diem and travel expense basis. This is the recommended direction as the onsite interaction with an OnPoint implementation analyst will yield benefits not only in migration and testing activities but also in conveying best practices in OnPoint site design, development and maintenance. For more information, please contact Account Management by e-mail at [onpoint.sales@rolta.com](mailto:onpoint.sales@rolta.com) or call 1-905-754-8100.

## Appendix

### OnPoint 8.0 minimum requirements

Theme category	System requirements	Versions
Hardware	RAM	4GB
Hardware	Hard disk	4GB

**Table 3**  
OnPoint 8.0 minimum requirements

Theme category	System requirements	Versions
Operating system	Windows Server 2003 SP2	32-bit/64-bit
	Windows Server 2008	32-bit/64-bit
	Windows Server 2008 R2	64-bit
Framework	Microsoft .NET Framework	3.5
Administration Desktop Tool	Windows Server 2003 SP2	32-bit/64-bit
	Windows Server 2008	32-bit/64-bit
	Windows Server 2008 R2	64-bit
	Windows XP Professional SP2/SP3	32-bit
	Windows Vista	32-bit/64-bit
	Windows 7	32-bit/64-bit
Language Caption Tool	Microsoft Excel	2003
	Microsoft Office Primary Interop Assemblies (PIA)	
Map providers	ESRI ArcGIS Server	9.3.1 SP2
	ESRI ArcGIS Server (SOAP API)	9.3.1 SP2
	ESRI ArcIMS	9.3.1 SP1
InSwing theme	Map providers	ESRI ArcGIS Server 10
	Microsoft Silverlight plugin	4.0
Thematic mapping	Map providers (where a direct connection is used)	Supported versions of ArcIMS and ArcGIS Server except for 10.1
	Map providers (where a SOAP API connection is used)	ESRI ArcGIS Server 10.1

**Table 3**  
OnPoint 8.0 minimum requirements

Theme category	System requirements	Versions
.NET Framework for map providers with different versions of ArcGIS Server	ArcGIS Server 9.3.1 SP2	Web ADF Runtime for .NET Framework 9.3.1 SP2
	ArcGIS Server 10	Web ADF Runtime for .NET Framework 10
	ArcGIS Server 10.1	Web ADF Runtime for .NET Framework 10.1
Web editor	GeoServer	GeoServer 2.0.1
Metadata provider	GeoNetworks	GeoNetworks 2.4.2
Base maps	Google Maps/Google Earth	API 3.0
	Bing Maps	API 6.2
	ESRI ArcGIS Server cached maps	
	Pictometry NIW web service 1.1	1.1
	Pictometry Image Navigator API	
Browsers	Microsoft Internet Explorer	8
	Mozilla Firefox	15
	Google Chrome	22
LDAP providers	Microsoft Active Directory	5.2.3790.0
	Open LDAP	2.3.39
RDBMS	Oracle	10g 32- bit
	SQL Server	SQL Server 2005

**Table 3**  
OnPoint 8.0 minimum requirements

## OnPoint 8.5 minimum requirements

Theme category	System requirements	Versions
Hardware	RAM	4GB
Hardware	Hard disk	4GB
Operating system	Windows Server 2008	64-bit
	Windows Server 2008 R2	64-bit
Framework	Microsoft .NET Framework	3.5
Administration Desktop Tool	Windows Server 2008	64-bit
	Windows Server 2008 R2	64-bit
	Windows 7	64-bit
	Windows 8	64-bit
Language Caption Tool	Microsoft Excel	2003
	Microsoft Office Primary Interop Assemblies (PIA)	
Map providers	ESRI ArcGIS Server	10.0
	ESRI ArcGIS Server (SOAP API)	10.0
InSwing theme	Map providers	ESRI ArcGIS Server 10
	Microsoft Silverlight plugin	4.0
Thematic mapping	Map providers (where a direct connection is used)	ESRI ArcGIS Server10 ESRI ArcIMS 10
	Map providers (where a SOAP API connection is used)	ESRI ArcGIS Server 10.1

**Table 4**  
OnPoint 8.5 minimum requirements

Theme category	System requirements	Versions
.NET Framework for map providers with different versions of ArcGIS Server	ArcGIS Server 10	Web ADF Runtime for .NET Framework 10
	ArcGIS Server 10.1	Web ADF Runtime for .NET Framework 10.1
Web editor	GeoServer	GeoServer 2.0.1
Metadata provider	GeoNetworks	GeoNetworks 2.4.2
Base maps	Google Maps/Google Earth	API 3.0
	Bing Maps	API 6.2
	ESRI ArcGIS Server cached maps	
	Pictometry NIW web service 1.1	1.1
	Pictometry Image Navigator API	
Browsers	Microsoft Internet Explorer	9
	Mozilla Firefox	15
	Google Chrome	22
LDAP providers	Microsoft Active Directory	5.2.3790.0
	Open LDAP	2.3.39
RDBMS	Oracle	11g 64-bit
	SQL Server	SQL Server 2008

**Table 4**  
OnPoint 8.5 minimum requirements

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## Product management

Send an e-mail message to OnPoint Product Management at [onpoint.pm@rolta.com](mailto:onpoint.pm@rolta.com) or call +1.905.754.8144.

## Account management

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## Support services

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Rolta OnPoint™ is a full-featured spatial integration web application with the ability to be configured to support business processes across unlimited business functions. Rolta OnPoint™ supports cross-platform spatial and business system integration. In terms of spatial solution interoperability, it can consume spatial content from Rolta Map Server and all other industry standard GIS map servers.

Rolta is a leading provider of state-of-the-art and field-proven Enterprise Geospatial solutions. Rolta, with its rich repository of IP, has successfully developed numerous geospatial products and solutions for core segments, such as infrastructure, telecom, electric, airports, urban development, town planning, environmental protection, defense and homeland security for clients worldwide. Rolta has successfully executed multimillion-dollar projects in these segments in over 40 countries. Rolta, headquartered in Mumbai, employs over 3500 professionals with countrywide infrastructure and international subsidiaries across the globe.

**Innovative technology for insightful impact.**

### **Rolta India Limited**

Rolta Tower A, Rolta Technology Park, MIDC,  
Andheri (East), Mumbai - 400093, India  
Tel. +91 (22) 2926 6666/ 3087 6543

### **Rolta Canada Limited**

140 Allstate Parkway, Suite 503  
Markham, Ontario, Canada  
L3R 5Y8  
Tel. +1 905.754.8100

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