Sales Configuration Guide
Tungsten Automation ControlSuite

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Introduction

Tungsten ControlSuite is an integrated solution for content-aware print, capture and mobile workflow automation for your client's organizational needs. ControlSuite maximizes security, compliance, and productivity through document workflow automation in a single, fully integrated suite. It delivers a unified and consistent user experience across the broadest range of systems, business applications and multi-function devices (MFDs) from any location.

This guide is applicable to the following products with perpetual or term on prem licensing:

- Tungsten ControlSuite Print v1.x
- Tungsten ControlSuite Print & Capture and Capture & Workflow v1.x
- Tungsten ControlSuite Government & Healthcare Edition v1.x
- Tungsten Equitrac Foundations and Enterprise v6.x
- Tungsten AutoStore Foundations and Enterprise v8.x
- Tungsten Output Manager Foundations and Enterprise v5.x
- Applicable add-on features for the above products, such as File Import

Prior to January 1, 2022,"ControlSuite Print & Capture" was called "ControlSuite Foundations" and "ControlSuite Capture & Workflow" was called "ControlSuite Enterprise". Due to necessity and accuracy, both naming methodologies are referred to in this document. Contact your Tungsten Account Executive if any clarification is needed.

Product Installation Notes

- Partners installing on behalf of end-user customers are required to complete product technical training and certification. Tungsten is not responsible for downtime, loss of data or any other negative consequence caused by non-trained and uncertified personnel.
- Direct Customers who choose to self-deploy Tungsten software are highly advised to complete product training and certification to avoid downtime, loss of data or any other negative consequences. Tungsten strongly encourages both Partner and Direct Customers to engage with Tungsten Professional Services for assistance.
- The end-user customer must have external network access to complete the licensing process. A process to install on a dark site (i.e., a server not exposed to an external network) is available, however it requires a single workstation in the environment to have external connectivity. License types cannot be mixed under any circumstances. For instance, a client with a Foundations license may only deploy this edition. They cannot deploy it in combination with the Enterprise license or Government & Healthcare Editions for example.
- ControlSuite licenses cannot be mixed with any of the standalone products: AutoStore, Equitrac or Output Manager.
- Formerly issued user-based licenses cannot be mixed with current device-based licenses. A system can only run one type of license model. If you have user-based licenses, please see the ControlSuite Customers with User-Based Licensing Model section for license conversion directions.

- As of January 1, 2023, perpetual licensing is no longer available for purchase. When purchasing add on licensing, term on prem licensing must be purchased and can be mixed with the perpetual licensing in the ControlSuite environment. If a term license expires when a perpetual license exists, the perpetual license will continue to allow the system to function, however, any functionality in the expired term license that is not enabled in the perpetual license may be lost.

Licensing Details

Licenses may be available as perpetual (through December 31st, 2022) or term on prem. As of January 1, 2023, perpetual licensing is no longer available for purchase. See your Tungsten ControlSuite price list for more information.

Category	Details
Device License	Allows connectivity of a single or multi-function printer to the administration server. A license is required for each device. There are no restrictions on the number of users with this type of license. - Single Function Printer License (SFP) requires a minimum of one ControlSuite, AutoStore, Equitrac, or Output Manager license to function.
Service Account	With device-based pricing, there is no longer a limitation on the number of impressions from print processes where a “System account” or “Service account” is used in place of a standard user account.
Server Software	Includes Tungsten software such as ControlSuite, Equitrac, AutoStore and Output Manager that manages various print, capture and output functions. In a High Availability (HA) or Cluster configuration, the AutoStore server software can be configured in a High Availability or clustered configuration for maximum uptime. The ControlSuite system will be enabled with four (4) times the number of ControlSuite device licenses to be used for AutoStore High Availability Servers. • High Availability is included with Enterprise and Government Editions of the ControlSuite and the stand-alone products. • High Availability is available for add on purchase for ControlSuite Print and ControlSuite Print & Capture editions. HA add- on must be purchased for all devices in the configuration. • Disaster Recovery licenses are available for ready-to-deploy systems retained offline until the production system fails. Disaster Recovery licenses have been expanded to be available for purchase to support QA, Test, Development and UAT environments.
Desktop Clients	Includes clients (thick and thin) that run on end-user workstations. Examples of Desktop Clients are:

	• AutoStore: AutoCapture and WebCapture (aka Desktop/Mobile). These per-user licenses are consumed by the named user. That is, each time a new named user engages the AutoStore server, a desktop user license is consumed. Quantity 25 AutoCapture/WebCapture user licenses each will be provided with each device license. Additional user licenses are available for purchase. o AutoCapture and WebCapture are available for use with all licenses, except Equitrac and Output Manager Foundations. • AutoStore: QuickCapture Pro is an add-on workstation license. This is a thick client that can be installed on a PC. Licenses are consumed by IP address. This license can be one-to-one or one-to-many (single workstation used by many named users). Note: three users are entitled per license. • QuickCapture Pro is available for stand-alone or add-on purchase for all AutoStore and ControlSuite Print & Capture, Capture & Workflow, and Government editions. Output Manager and Equitrac: Unlimited Desktop and Workstation client functions are included in the licensing.
File Import Page Volume and Page Annual Usage	A license based on the number of pages processed can be purchased as a stand-alone and does not require a device license. Example: AutoStore File Import: This license is purchased in packs of 60,000 image increments. These licenses automatically refresh every year, with the image count refreshing on January 1. The total image count is reduced by one for every page processed. When the count reaches zero, the system will stop processing pages. Unused pages do not roll-over to the following year. If required, a File Import Battery can be added in 30,000-page increments to provide additional page capacity. Batteries are available for one-time use and are not renewed annually. • File Import is available for stand-alone or add-on purchase for AutoStore and ControlSuite for Foundations, Enterprise, and Government editions.
Page Single Usage Battery	A time-based usage license is used for expanding Image Annual Usage until the end of the year (e.g., an additional 30,000 pages captured in a particular year). This license is for one-time use, counts down to zero, and does not renew.
Server Add-On	An end-user customer can augment with server license add-ons. If a configuration has multiple servers, a license for these server add-ons is required for each server deployed. **Examples of server add-ons are:**

	• AutoStore: Additional OCR and/or 2D barcode engines. If an end-user customer requires additional OCR throughput or to add 2D barcode recognition capability, additional OCR nodes or 2D barcode engines can be licensed to their AutoStore process server. The server add-on enables a single server. Each AutoStore server will require a license. • Output Manager: Transforms and Page Modification (Basic and Production) modules. These add-ons enable different transform and document modification capabilities. Production Transforms and Page Modification modules are priced per server. Transforms and Page Modification licenses require a minimum of at least one Output Manager or ControlSuite device license.
Tungsten Analytics for ControlSuite	Tungsten Analytics for ControlSuite is fulfilled as a separate license with a separate software installer that provides reporting on a single Equitrac Database. Please refer to technical documentation regarding server sizing and implementation recommendations. With each end-user implementation of ControlSuite Capture & Workflow two concurrent users are authorized for use. Additional user licenses or reporting from other data sources may be purchased by contacting your Tungsten account representative:
Third Party Card Reader License	As of January 1, 2023, Paid Third Party Card Reader licenses have been eliminated. A feature tag for Third Party Card Readers will be added to each CS, AS, EQ, and OM edition. To gain this feature, if your license was delivered prior to January 1, 2023, refresh your license from within the ControlSuite console.

Device License Types

Tungsten ControlSuite and the standalone products in the ControlSuite portfolio are sold on a per-device basis. The standard offering is a device license, which enables the full set of purchased features on compatible devices (generally MFDs). There are no vendor-specific SKUs. ControlSuite supports devices from a multitude of vendors. Please refer to ControlSuite documentation for information related to assigning and unassigning licenses.

- Licenses are available as term on prem. See your Tungsten ControlSuite price list for more information.
- A Step-Up license is a supplemental license to add additional features to bring the base product to the total feature set of the goal product. For example, a customer with ControlSuite Print & Capture would like to Step-up to ControlSuite Capture & Workflow, they will purchase the Step-up and add it to their ControlSuite system pairing it with the original Print & Capture license.
    - Failure to maintain the original base license in the ControlSuite system will result in a large number of missing features.
- A minimum of one device license is required to enable the server functionality, unless otherwise defined by the stand-alone product license.
- Devices not capable of running the Tungsten embedded clients can be enabled via Single Function Printer (SFP) device licenses. While these devices cannot benefit from the complete solution, they can still take advantage of the other product features enabled by the purchased edition.
- An SFP license provides a base level of feature functionality. An SFP device license ships with each ethernet card reader purchase.
- Five SFP device licenses per ControlSuite device license purchased are included with ControlSuite editions.
- Basic tracking and rule functionality enabled through local print queues such as USB, LPT, Wi-Fi, etc. that are tracked via the Workstation client do not require an additional device license.
- Creation of print queues that do not point to actual MFDs or SFPs will consume purchased device licenses (using dummy IP addresses). Tungsten provides a 5% overage to accommodate this. Any need beyond should be purchased as SFP device licenses.
- ControlSuite SMB products limit the number of devices to a maximum of 49. *Only* Device Embedded Licenses count towards this limit.
- Every ControlSuite SFP device license entitles the end-user customer to add one SFP device to Equitrac as well as to Output Manager.
- An upgrade from an SFP device license to a full device license is not available. Customers will need to purchase a new device license.

The table below provides more information about the features available per device type:

	Multi-function Device	**Single Function Printer (Requires one Capture & Workflow / Enterprise or Print & Capture / Foundations License)**	**Workstation USB Printer**
License Required	Device License	Single Function Printer License	No License Required
Feature Compatibility			
Reporting/Tracking	Yes	Yes	Yes
Rules & Routing	Yes	Yes	Basic Only
Workflows	Yes	Yes	No
Device Monitoring	Yes	Yes	No
Secure Document Release	Yes	Tungsten Business Connect (KBC)/Ethernet reader only	No
Embedded Client Experience	Yes	No	No

Included Product Capabilities

List Item	Equitrac	AutoStore	Output Manager	ControlSuite Print	ControlSuite Capture & Workflow	ControlSuite Gov & Health
Tungsten Business Connect Authentication (Mobile)	✓	✓	✓	✓	✓	✓
Tungsten Business Connect Mobile Print Release and Submission	✓	Enterprise only	✓	✓	✓	✓
Tungsten Business Connect Mobile Capture (Requires Webcapture license. 25 users are included in these offerings)	Enterprise only	✓	Enterprise only	✓	✓	✓
Print Management: Workstation Client	✓	N/A	✓	✓	✓	✓
Desktop / Mobile Capture (Note: this functionality requires AutoStore server component to be installed. 25 user licenses are included in these offerings)	Enterprise only	✓	Enterprise only	✓	✓	✓

Evaluations and Not-for-Resale Licenses

License Type	Standard Duration	Intent
Evaluation	45 Days	Evaluations are offered for a limited time and limited number of devices (10 devices and 100 Desktop/Mobile Capture users). Evaluations are ordered by a set of unique part numbers. Evaluation time periods may receive a one-time extension at the discretion of Tungsten. - A separate Tungsten Analytics Evaluation license is required as needed.
Not for Resale (NFR)	One year	Not for Resale (NFR) licenses cannot be used for commercial purposes. NFRs are issued at the sole discretion of Tungsten and are used for partner product testing, certification, hardware and software development, demo room enablement, and other use cases approved by Tungsten. NFRs are restricted to individuals who have completed the appropriate product certification. Each license is valid for 10 devices and 100 Desktop/Mobile Capture users. This license is intended to be used by channel partners and should never be installed in an end-user environment. A separate Tungsten Analytics NFR license is required as needed.

ControlSuite Send2SAP

Send2SAP for ControlSuite (or AutoStore) simplifies the assignment of data to SAP processes, enhancing efficiency across departments. By streamlining the capture, filing, and sharing of electronic and paper-based information, it reduces manual efforts significantly. This benefits SAP users by enabling direct data upload, real-time metadata addition, and streamlined validation processes.

Ordering Send2SAP Connector Requirements:

1. Send2SAP System license (1 per SAP System)
    a. Term must match the Device / User license
2. Send2SAP Device license
    a. Term must match the ControlSuite license
    b. Device quantity must match the ControlSuite license
3. SAP Installation Survey must by the time a PO is submitted. Failure to provide the completed survey may result in rejection of PO or delayed processing. Please see your Tungsten Printix Price List for the survey.
        i. Required Survey information:
            1. Tungsten Quote Number
            2. End User Name
            3. Send2SAP Tenant Name
            4. SAP Installation Number
4. The Send2SAP products may be purchased as an add on to a pre-existing ControlSuite license but is still required to follow all of the above rules.

Included Add-On Features in Evaluation and NFR Licenses

Add-On Feature (included in NFR and EVAL for ease of demonstration. Production licenses require purchase of the listed add-ons)	ControlSuite NFR	ControlSuite EVAL	AutoStore 8 EVAL	Output Manager 5 EVAL	Equitrac 6 EVAL
File Import	✓	✓			
2D Barcode Recognition	✓	✓	✓		
Additional OCR Engines	✓	✓	✓		
QuickCapture Pro	✓	✓	✓		
Snap-It for QuickCapture Pro	✓	✓	✓		
Basic Transforms Engine	✓	✓		✓	
Basic Page Modification	✓	✓		✓	
Production PCL 5e/6 Input and Output Filters	✓	✓		✓	
Production Postscript Input and Output Filters	✓	✓		✓	
Production PDF Input and Output Filters	✓	✓		✓	
Single Function Printer License	✓	✓		✓	✓
Custom Authentication	✓	✓	✓		
Equitrac API	✓	✓			

Term on Prem General Information

- All ControlSuite term solutions will have an end of term license date enabled by the License Manager. Upon reaching the term end date, the software will enter a 30-day grace period. After the grace period the software will expire and cease to function.
    - There are no warning messages sent by the software prior to the expiration date. Expiration dates can be viewed in the License Manager Screen in Configuration Assistance and the various product licenses screen.
- **Grace Period, additional information**
    - ControlSuite Term on Prem licenses come with additional time built into the license. This is to add padding to the license renewal process should there be any delays between the partner, customer, and Tungsten during the term renewal process. This additional grace period built into the license ensures that a customer's solution stays working even after their term date has passed.
    - The contract term date can be found on the customer's contract and invoice, within the Tungsten Delivery Portal and within the Tungsten ControlSuite Configuration Assistant license screen on versions 1.4 and later. The date shown on the ControlSuite Configuration Assistant on versions earlier than 1.4 will reflect the term date plus the additional grace period date. In those cases, only the contract / invoice date or delivery portal dates should be used.
    - It should be very clear, however, that the contract term date is the contracted renewal date. If this date is approaching or has passed, partners and customers need to urgently contact

Tungsten to expedite the renewal process for their term license as any additional days provided by the license will eventually run out.

- The minimum term length available is 1 year, the maximum is 5 years.
    - The term start date is the date Tungsten fulfills the license.
- Term licensing is available to all new and existing Tungsten customers.
- Term licenses will be renewed at the prevailing term rate at the time of renewal. Renewals should be ordered before the end of term date to provide uninterrupted operation.
    - Tungsten automatically issues term renewal quotes approximately 60 days prior to term expiration with a reminder as the term expiration date approaches. You may also contact contracts@tungstenautomation.com to request a quote at any time. Renewals may not be purchased without a Tungsten quote.
- ControlSuite Term licenses cannot be cancelled and are not eligible for returns pursuant to any existing return programs with Tungsten.
- ControlSuite Term licenses cannot be pre-purchased as inventory stock.
- Partners have the option of selecting annual or all upfront billing and must notate “annual” or “all upfront” on the PO. If no option is indicated on the PO Tungsten will default to all upfront.
    - For annual billing the first year’s term is invoiced after delivery of the license.
    - For a multi-year term license, the partner will be billed annually for each year, 90 days in advance of the due date. Partners may issue a PO against this invoice.
- Adding additional years to the term license is available only via the renewal process, in which pricing will be based on the term length for which you are renewing. Renewal pricing is based on the prevailing term rate at the time of renewal.
- Device or feature add-on licenses can be purchased to add to existing term licenses.
    - Add-on device licenses or feature add-ons for existing installations require quotes from Tungsten prior to purchase.
    - Add-on license purchases are co-terminated to the existing contract.
    - As of January 1, 2023, perpetual and term licenses may be combined on a single system.
- In term licensing when a reduction in the number of devices is required this will be done with the term renewal process. The new volume will be re-priced and corresponding volume discounts will be adjusted after the initial term expires, during the renewal process.
- As of July 1, 2023, ControlSuite term license add-on purchases may be purchased at whole year increments. A quote from Tungsten to co-terminate the term date of the add-on license to the original license expiry is no longer required. Quotes for co-termination remain available and can be requested at the partners’ discretion.
    - As an exception to the no co-termination guidance, any add on to File Import term licenses are required to be co-terminated.
- Tungsten offers the ability to convert your perpetual ControlSuite, AutoStore, Equitrac, or Output Manager licenses to term on prem licenses. To be eligible for conversion all perpetual licenses are required to have the same expiration date and active maintenance & support, if they do not, co-termination via contract renewal should be purchased. By requesting the conversion from perpetual to term on prem licensing, partners and end users forfeit all rights to use the perpetual licenses or any associated maintenance & support.
    - The Support Renewal team can be contacted via email at contracts@tungstenautomation.com for any co-termination quotes.
    - To request a perpetual to term conversion, customers in the Americas can email SSR.MFD@tungstenautomation.com, customers in Europe can email SSR.EMEA@tungstenautomation.com, and customers in APAC can email SSR.APAC@tungstenautomation.com.

Support Models

Tungsten offers two support models, Partner Support and Direct Support. Please refer to your Tungsten issued price list to view the list of part numbers for each support model. Please see the Tungsten Program Guide for information on partner discounts. You may only choose one support model for each end user.

ControlSuite Upgrade and Migration Paths

ControlSuite Customers with User-Based Licensing Model

As of January 1, 2023, when a customer needs to purchase add-on licenses or reconfigure their user base system, Tungsten will first convert their user-based licenses to device-based term on prem licenses. The end date of the converted term on prem license will match the end date of the user-based perpetual maintenance & support contract.

The reconfiguration is done by Tungsten Sales Support and is free of charge when related to add-on orders.

1. By default, we provide 1 device license per 25 users. For example, a 100 users license will be converted into 4 device licenses.
2. If the partner disagrees, a report needs to be generated, as instructed below, and escalated to a Sales Support Manager who can decide to provide up to 1 device license per embedded device.

After the conversion, should a partner or end user require additional devices, they may contact their Tungsten Sales Support contact for an add-on quote.

To export the list of devices in use, the partner / end user should proceed as follows:

- Equitrac: Run the "Device Configuration" report to get all physical devices, embedded, workstations, etc. Export to Excel and filter as needed. To see more detailed information about embedded devices, launch Applications>Equitrac-Web client>Show licenses (home).
- AutoStore: Open the Process Designer. Click on License Manager in the ribbon at the top. Click license manager>license report. The report should be pulled from each server.
- Output Manager: From the console, navigate to Devices, click on the small print icon. This will generate a report you can convert to PDF.

After the conversion to device-based licensing, the price of the Subscription Renewal will be based on the then current device published pricing, subject to standard yearly Support fee increases. If needed, a discount may be applied by the Renewals team to address any excessive increase triggered by the user to device-based license change.

Partners should contact Tungsten on behalf of their customers for this no-charge license reconfiguration prior to submitting any add-on quotes. Customers in the Americas can email SSR.MFD@tungstenautomation.com. Customers in Europe can email SSR.EMEA@tungstenautomation.com. Customers in APAC can email SSR.APAC@tungstenautomation.com.

ControlSuite Product Step-up Details

A product step-up is defined as moving from Print or Print & Capture / Foundations to Capture & Workflow / Enterprise within the same product family or to ControlSuite. For example, moving from AutoStore Foundations to AutoStore Enterprise is a step-up. An upgrade is defined as staying within the same product family and moving to a new major version. For example, moving from Equitrac 5.x to Equitrac 6.

- When purchasing step-ups or upgrades, licenses must be purchased for all devices (Print, Print & Capture / Foundations, Capture & Workflow / Enterprise, SMB, or Government Editions) at the same time. Partial step-ups are not allowed.
- The end-user must own sufficient licenses of the existing product to enable the purchase of the step-up. For example, an end-user with 50 Equitrac Foundations Device licenses may not purchase 100 Equitrac Enterprise step-up licenses. They may only purchase 50 step-up licenses and then purchase 50 Equitrac Enterprise Device licenses to reach 100 total device licenses.
- All licenses must be one of the following: Print, Print & Capture / Foundations, Capture & Workflow / Enterprise, SMB, or Government Editions. End users may not have multiple edition types on a single server. The purchase of an upgrade or step-up requires active Tungsten Support. The step-up licenses must be purchased with a support term that most closely matches the support term of the existing product. When purchasing step-up licenses for term on prem they must be quoted by Tungsten and co-terminate to the existing contract.

ControlSuite Platform Step-up Process

- A Step-Up license is a supplemental license to add additional features to bring the base product to the total feature set of the goal product. For example, a customer with ControlSuite Print & Capture would like to Step-up to ControlSuite Capture & Workflow, they will purchase the Step-up and add it to their ControlSuite system pairing it with the original Print & Capture license.
- Failure to maintain the original base license in the ControlSuite system will result in a large number of missing features.
- The customer step-up path is dependent on what that customer has previously purchased and the platform the customer intends to step-up to. In general, the platform step-up process is as follows:
- Ensure that any Version Upgrades are purchased.
- Submit an order for the preferred step-up items (e.g., ControlSuite Print & Capture to Capture & Workflow step-up).
- Apply upgraded licenses to the ControlSuite deployment if applicable and not yet complete.

The Print, Print & Capture, Capture & Workflow, SMB, or Government editions of the products included in ControlSuite are license-controlled, meaning there is a single installer for all product levels. One ControlSuite edition may be stepped-up to a more feature-rich level by simply installing a step-up license. Please note that some Capture & Workflow features, such as high availability support, may require additional hardware or software resources.

Step-up licenses to the Government editions are not currently available. Step-up licenses between perpetual and term on prem are not available.

The following is a list of the acceptable upgrade paths. Flows not defined in this list are not supported unless otherwise stated. As of January 1, 2023, all upgrades from perpetual product will have the option to upgrade to term on prem licenses. If term on prem licensing is selected, the perpetual M&S expiry date will become the term on prem term expiry date.

1.The following is the ControlSuite Print & Capture to Capture & Workflow step-up path:

2.The following is the ControlSuite Print to Print & Capture or Capture & Workflow step-up path:

3.The following is the ControlSuite Print & Capture SMB to Print & Capture step-up path:

Equitrac Upgrade and Migration Paths

The Equitrac 5.x to 6 upgrade experience depends on a combination of when the license was purchased (not the time of its deployment) and the Support period remaining on the license.

Each of the license groups below will have a different path to upgrade to Equitrac 6. Note that any given customer or deployment may have multiple licenses, which may fall into different groups. Existing Equitrac customers may elect to purchase new Equitrac 6 or ControlSuite licenses if the available upgrade options are not suitable. Equitrac V5 Third Party Card Reader Licenses are no longer required and do not need to be included in the upgrade process. Licenses upgraded as of January 1, 2023, will be upgraded to term on prem licenses. See your Tungsten price list for options and pricing.

REMINDER: End users interested in upgrading their existing Equitrac 5.x implementation to ControlSuite Print can contact their partner and/or local Tungsten Account Executive to find out if any applicable upgrade promotions are available.

Equitrac 4.x customers

Support for Equitrac 4 is no longer available. Customers may purchase Equitrac 6 or ControlSuite software and Support at standard rates.

User-based Licensing Conversion to Device Licensing

For fully documented steps around the conversion process please refer to the section above titled "ControlSuite Customers with User-Based Licensing Model".

Customers whose licenses include a Support contract due to expire in less than one year can upgrade from Equitrac 5.x to ControlSuite Print for 30% of the ControlSuite Print standard term on prem pricing.

Equitrac 5 customers whose licenses include an expired Partner Support contract must first reinstate Support on their existing Equitrac 5 license before they can qualify for the 30% upgrade to ControlSuite Print term on prem. If a customer's implementation is significantly out of Support, it may be more cost-effective to purchase new Equitrac or ControlSuite licenses.

Customers whose licenses include prepaid support for one or more years

Equitrac 5.x customers with licenses that have more than one year of remaining Support may choose to forego their current Support and purchase the 30% upgrade to ControlSuite Print term on prem. All active maintenance support on the Equitrac 5 license is forfeited with the purchase of the 30% upgrade product.

Equitrac Version Upgrade Process

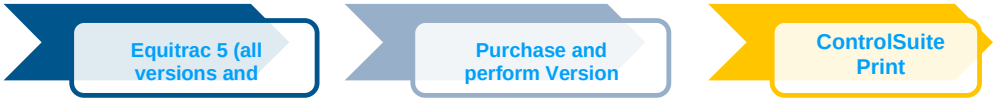
The installation guide has detailed instructions and guidelines for performing a version upgrade of an existing Equitrac installation. In general, upgrading to Equitrac 6/ ControlSuite Print from previous versions requires the following steps to obtain the appropriate licensing and support coverage. To initiate the process for version upgrade or step-up, please contact your Tungsten Account Executive.

> Note: Version upgrades must be done prior to performing Platform Step-Up or Feature Add-on product upgrades.

Equitrac Upgrade and Step-Up Paths

The following is a list of the acceptable upgrade paths. Flows not defined in this list are not supported unless otherwise stated. As of January 1, 2023, all paid Equitrac V5 to ControlSuite Print upgrades must be term licensing. To qualify for the paid upgrade your Equitrac v5 license must have active M&S. You may purchase renewal M&S to bring your V5 license current. Renewal M&S purchase must be quoted and back dated to the original expiration date and may be assessed a reinstatement fee. Please request all quotes from contracts@tungstenautomation.com.

1. Upgrading from a previous (5.x) version of Equitrac (all versions and variants) to ControlSuite Print.



2. Upgrading from a previous (5.x) version of Equitrac (all versions and variants) to ControlSuite Print with Feature Add-ons.

3. Upgrading from a previous (5.x) version of Equitrac (all versions and variants) to ControlSuite Print & Capture.

4. Upgrading from a previous (5.x) version of Equitrac (all versions and variants) to ControlSuite Capture & Workflow.

All upgrade paths from all earlier editions of Equitrac (including Express, Office, SBE, SCE, SMB, Enterprise, etc.) will move to ControlSuite Print.

Output Manager Upgrade and Migration Paths

Output Manager User-based Licensing Conversion to Device Licensing

For fully documented steps around the conversion process please refer to the section above entitled "ControlSuite Customers with User-Based Licensing Model".

Output Manager Version Upgrade Process

Upgrade from Output Manager 4 to Output Manager 5 device-based licenses is free of charge for customers under Support and can be completed with the following steps:

1. The free upgrade to Output Manager 5 requires current Support coverage on all licenses being upgraded. Contact the Contract Renewal team to renew support if any portion of the Support coverage has expired.
2. Contact Customer Support to request an upgrade from the prior version to Output Manager 5. The Customer Support team will convert your existing license from the prior version to an Output Manager 5 license.
3. As of January 1, 2023, all upgrades available with active perpetual M&S will have the option to upgrade to perpetual or term on prem licenses. If term on prem licensing is selected, the perpetual M&S expiry date will become the term on prem term expiry date. If perpetual is selected the active M&S expiry date will carry over to the upgraded perpetual product.
4. For in-place upgrades, deactivate and uninstall the license for the previous version. We may require confirmation that the previous production license has been deactivated.
5. Follow the steps in the Output Manager Upgrade Guide to install Output Manager 5. Note that we recommend implementing a parallel installation, when possible, with a planned cutover to the new production system after thorough testing. The latest ControlSuite product documentation can be found on the Tungsten Knowledgebase
6. Map and deploy the new Output Manager 5 license received in step 2 or 4.
7. If this upgrade was performed on a parallel system, deactivate, and uninstall the previous version license once functionality on the new system has been confirmed. We may require confirmation that the previous production license has been deactivated.

Output Manager Upgrade and Step-Up Paths

The following is a list of the acceptable upgrade paths. Flows not defined in this list are not supported unless otherwise stated. As of January 1, 2023, all upgrades from perpetual product will have the option to upgrade to term on prem licenses. If term on prem licensing is selected, the perpetual M&S expiry date will become the term on prem term expiry date.

1. **Upgrading from a previous version of Output Manager (4.x) to Output Manager 5 Foundations.**

2. Upgrading from a previous version of Output Manager (4.x) with HA to Output Manager 5 Enterprise.

3. Upgrading from a previous version of the AutoStore/Output Manager bundle to ControlSuite Print & Capture.

4. Upgrading from previous version of Output Manager (4.x) and stepping up to Output Manager 5 Enterprise.

5. Upgrading from previous version of Output Manager (4.x) to Output Manager Foundations with add-on features. Previously purchased feature add-ons will be reviewed for upgrade and included as appropriate.

6. Upgrading from previous version of Output Manager (4.x) to Output Manager 5, then step-up to ControlSuite Print & Capture or Capture & Workflow.

AutoStore Upgrade and Migration Paths
AutoStore User-based Licensing Conversion to Device Licensing

For fully documented steps around the conversion process please refer to the section above entitled "ControlSuite Customers with User-Based Licensing Model".

AutoStore Version Upgrade Process

The installation guide provides instructions and guidelines for performing a version upgrade of an existing AutoStore installation. The installation guide can be found Tungsten Electronic Fulfillment Portal.

In general, the process of upgrading to AutoStore 8 from previous versions is as follows:

1. The no-charge upgrade to AutoStore 8 requires current Support coverage on all licenses being upgraded. Contact the Contract Renewal team to renew Support if any portion of Support coverage has expired.
    a) Licenses with Support coverage must have been installed and not newly purchased v7 licenses with active Support.
2. Open a licensing ticket with Customer Support and provide the License Report from the current server(s). It is at this step where the license(s) will be converted to the appropriate license configuration in version 8 to match the current state of the AutoStore environment.
    a) An expired license report must be provided for the current server(s) before the new AutoStore 8 Entitlement will be provided.
        - If the current server cannot be taken down due to production requirements, the customer can stand up an evaluation server and gradually migrate their devices. Once migrated to the evaluation server, take down the production server and provide the expired license report. The new AutoStore 8 Entitlement may result in different Support prices.
3. As of January 1, 2023, all upgrades from perpetual product will have the option to upgrade to term on prem licenses.
4. Uninstall the existing AutoStore instance.
5. Install AutoStore 8.
6. Apply the new AutoStore license that was retrieved in step 2.

Note: Version upgrades must be completed prior to performing Platform Step-Up or Feature Add-on product upgrades.

AutoStore Upgrade and Step-Up Paths

The following is a list of the acceptable upgrade paths. Flows not defined in this list are not supported unless otherwise stated. As of January 1, 2023, all upgrades from perpetual product will have the option to upgrade to term on prem licenses. If term on prem licensing is selected, the perpetual M&S expiry date will become the term on prem term expiry date.

1. Upgrading from a previous version of Express to AutoStore 8 Foundations*.

2. Upgrading from a previous version of Express or to AutoStore Enterprise. *

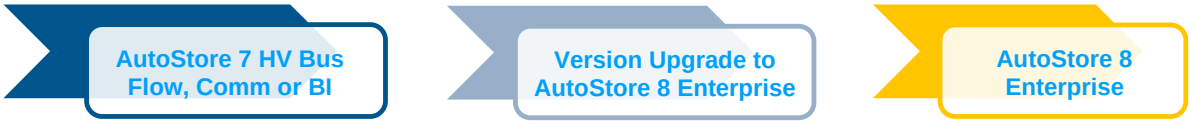
*Note: Special conditions exist for customers who were upgraded from AutoStore 6 Express to version 7. In these cases, the upgrade path must be determined by Support.

3. Upgrading from any AutoStore version to ControlSuite.

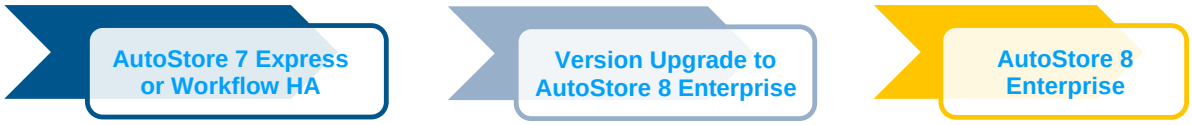
4. Upgrading from a previous version of Workflow to AutoStore 8 Enterprise

5. Upgrading from AutoStore 7 HV Base and Processing to AutoStore 8 Foundations.

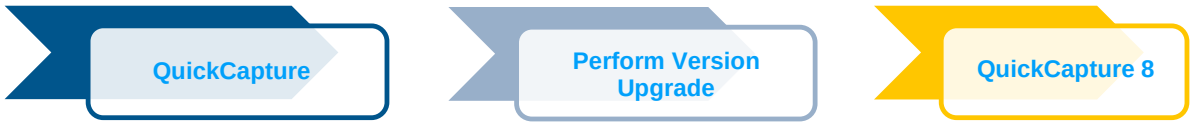
6. Upgrading from AutoStore 7 HV Business Flow, Communications or Business Intelligence to AutoStore 8 Enterprise. Also, all HV HA licenses map to AutoStore 8 Enterprise.



7. Upgrading from AutoStore 7 HA to AutoStore 8. All versions of HA map to Enterprise.



8.Upgrading from a previous version of QuickCapture to QuickCapture 8.



9.Upgrading AutoCapture or a WebCapture / Business Connect license to AutoStore 8 License.

10.Upgrading a File Import License to v8 (Note: Battery licenses are not upgradeable).

11.Upgrading OCR Engine to v8.

AutoStore License, Upgrade and Support Rules

Customers must upgrade all servers related to a specific INV. There will be no allowance for partial upgrades of licenses, with the potential exception of large deployments with a master INV.

Customers with AutoStore v6 unlimited volume will be upgraded to 360,000 volume by default. Customers can request additional volume, but Support renewals will be based on the total new volume.

Downgrades and step-downs are not allowed. For example, you cannot upgrade an AutoStore 7 Workflow license to AutoStore 8 Foundations rather than the defined AutoStore 8 Enterprise license. The potential exception here is AutoStore 7 customers who were upgraded from AutoStore 5 Express or AutoStore 6 Express whose upgrade pathways must be reviewed by Tungsten Support.

An existing customer with current Support is entitled to a free software upgrade to Autostore 8. Tungsten will provide the upgrade license as detailed in this document. If the MFD partner associated with the end-user customer is not contracted to sell and/or certified to support AutoStore 8, the customer will be provided a disclosure document at the time of upgrade request. This document will detail the known limitations of applying an AutoStore 8 license in advance of the MFD partner being

authorized to sell and support. Known limitations include limited or no access to technical support through MFD partner or Tungsten, inability to order add-on license and possible technical incompatibility with the MFDs in place at the customer. All limitations will be removed at the time the MFD partner achieves successful commercial launch of AutoStore 8.

AutoStore Support Rules

As mentioned in the previous section, some product upgrades and all platform step-ups will have an immediate cost and/or a potential Support impact at the time of renewal.

With the release of new versions, unless an exception has been approved for a specific partner, all Support renewals must be made on new version pricing (a Tungsten quote is required).

The maximum amount of Support that can be purchased in a single order is five years. Requests for additional Support may be submitted through the support renewal team. The Support Renewal team can be contacted via email through contracts@tungstenautomation.com.

Support cannot be purchased past a published End of Support date.

ControlSuite Upgrade and Migration Paths for Term on Prem

	Migrate or Upgrade to			
Product	**CS Print (Equitrac v6) Term on Premise**	**CS Print & Capture Term or CS Capture & Workflow Term on Premise**	**AutoStore v8 Term on Premise**	**Output Manager v5 Term on Premise**
Equitrac v5 Perpetual	Paid upgrade to ControlSuite Print Term	Only available as step-ups from paid ControlSuite Print upgrade	N/A	N/A
AutoStore v7 Perpetual	N/A	N/A	✓	N/A
Output Manager v4 Perpetual	N/A	N/A	N/A	✓
ControlSuite (inc. EQ, AS, OM) Perpetual	N/A	N/A	N/A	N/A

Tungsten Support Annual Increase (Perpetual licensing only)

The price for Support renewal will increase annually at the time of renewal. The typical increase is 5% per year and is included in the annual renewal price presented for each customer. The annual increase is calculated from the date of the prior contract expiration, so in cases of a late renewal, the annual uplift is first applied and then any reinstatement fees are calculated based on the new annual rate.

The Annual Uplift is applied to the prior Support MSRP price and the net price for the Support renewal is determined after the application of any Support Renewal Contractual Discount for the selected Service Level (Standard or Direct). For example, if the Initial License MSRP was $1,000 and the Initial Direct Support MSRP was $200/yr, then the Renewal Support MSRP price is $210/yr ($200 plus 5%) and the Renewal Support net price is $189/yr ($210 less 10% Support Renewal Contractual Discount for Direct Support). Subsequent renewals are calculated the same way starting with the prior Renewal MSRP price of $210/yr and then again applying the Annual Uplift and Contractual Discount.

All renewal purchases must first be quoted by the Tungsten Support Renewals team.