

Plant an App Support Policies



rev 2021.2

Introduction

Plant an App offers support services to eligible clients. The following policies apply to the support that is available to you.

1. Plant an App & App Builder Clients

Plant an App is our premier product offering, encompassing dozens of modules and providing an almost limitless set of Low-Code capabilities.

- a. Standard Support is offered to clients with a current [Subscription](#).
- b. To qualify, your app must be on a [Current DNN Platform](#).
- c. You can receive Standard Support by opening a [Ticket](#).
- d. You may also receive valuable support by opening a question on the [Community Portal](#).
- e. [Premium Service Level Agreements](#) (SLA) are available. Contact us for more information.

2.Action Form & Search Boost Clients

Action Form, Search Boost, and their related add-ons are individual modules that we continue to offer to the DNN community.

- a. Module updates are offered to clients with an [Active License](#).
- b. Standard Support is offered to
 - i. Search Boost clients with an [Active License](#).
 - ii. Action Form clients with an [Active License](#) issued before August 10, 2021. Licenses issued after this date are not eligible for Standard Support.
- c. To qualify,
 - i. your website must be on a [Current DNN Platform](#)
 - ii. If you have more than one module from us, all modules must be the same version. For example, if you need support for version 5.16.x of a module, other modules from us should also be at version 5.16.x
- d. You can receive Standard Support by opening a ticket on the [Help Center](#).
- e. You may also receive valuable support by opening a question on the [Community Portal](#).
- f. Impact of product retreat
 - i. If you have installed any of our Legacy DNN Sharp Modules together with Action Form and/or Search Boost, you will eventually encounter conflicts. The Legacy modules will no longer be supported after March 31, 2022, resulting in a system blocked from upgrade.
 - ii. Clients in this circumstance should consider converting to Plant an App or reach out to us to discuss support options.

3. Legacy DNN Sharp Modules

Legacy DNN Sharp Modules were available for use on DNN prior to October 1, 2021. These include modules such as Action Grid, My Tokens, TabsPro. While new licenses are no longer available, the modules will continue to run on appropriate DNN versions.

These modules are now offered as Plant an App, which is the next generation of the DNN Sharp products. It combines the power of all of our products to provide a full environment for Low-Code development. If you are interested, we'll be happy to discuss how you can learn more about the new product and the migration path from DNN Sharp.

- a. Standard Support and module updates are offered to clients with an [Active License](#) through March 31, 2022.
- b. To qualify,
 - i. your website must be on a [Current DNN Platform](#)
 - ii. If you have more than one module from us, all modules must be the same version. For example, if you need support for version 5.16.x of a module, other modules from us should also be at version 5.16.x
- c. You can receive Standard Support by opening a ticket on the [Help Center](#).
- d. You may also receive valuable support by opening a question on the [Community Portal](#).
- e. Impact of product retreat
 - i. Legacy DNN Sharp Modules (all modules except for Action Form and Search Boost) are no longer available for new licenses and will not be supported or updated after March 31, 2022.
 - ii. Clients using these products should consider converting to Plant an App or reach out to us to discuss support options.
 - iii. Domain name cannot be changed. Activated products were activated for use with a designated domain name. It is not possible to activate it for use on a different domain name, and since new licenses are not available for purchase, it is not possible to buy a new copy for a new domain name.

4. Current DNN Platform

- a. **Our products run on DNN.** In general, we support each DNN version for at least one year from the time it is released for public use. Details about the specific versions currently supported are available on our [DNN Compatibility](#) page.
- b. **Keep DNN updated.** We recommend that you include DNN upgrades in your planning process and that you keep your websites on a current version. Clients that fall behind in DNN updates often experience difficult upgrade paths.
- c. **Standard Support.** Standard support for our products is offered only for the versions listed on the [DNN Compatibility](#) page.

5. Software and Software Updates

- a. **We continuously improve our software.** You will receive new features, feature enhancements, security updates, and bug fixes when you install the latest version of our modules.
- b. **About hotfixes.** When we update our software, we occasionally offer a hotfix. A hotfix is a small update focused on resolving a specific issue. Hotfixes are only offered to fix issues in the current version of the software. We do not offer hotfixes for previous versions. As a result, you must be on the current version to benefit from a hotfix.
- c. **We test our software.** Our software goes through a rigorous Quality Assurance process before it is released for general use, including developer and QA staff testing, beta testing, and release on our own internal and external websites.
- d. **Plan for Upgrades.** We recommend that you include Software upgrades in your planning process and that you keep your websites on a current version.
- e. **Our software is complex and is used in a variety of ways.** We cannot guarantee that our software will work as you expect in every environment. An important part of the upgrade process is to perform testing on your application after a software update has been applied and to have a backup and restore plan in place in the event that you find the upgrade is unsuitable for you.
- f. **We do not guarantee compatibility.** We install and test our modules on a standard [Current DNN Platform](#) to ensure they work as designed. However, a variety of conditions can impact and conflict with the software.
 - i. Example 1: Your site may independently use a shared library that we also use in our software. If your site loads version X and our software requires version Y, it may result in a conflict that prevents our software from working.
 - ii. Example 2: Your site may use modules, themes, CSS, or other content developed by you or others. These customizations may introduce conflicts that prevent our software from working.
- g. **We work towards compatibility.** If you encounter compatibility issues and you are eligible for support, open a ticket and we'll try to help.