



Aloha Solution Release Policy

Version 1.1

Last Updated: May 11, 2022



Copyright

Copyright © 2022, NCR Corporation - All rights reserved. The information contained in this publication is confidential and proprietary. No part of this document may be reproduced, disclosed to others, transmitted, stored in a retrieval system, or translated into any language, in any form, by any means, without written permission of NCR Corporation.

NCR Corporation is not responsible for any technical inaccuracies or typographical errors contained in this publication. Changes are periodically made to the information herein; these changes will be incorporated in new editions of this publication. Any reference to gender in this document is not meant to be discriminatory. The software described in this document is provided under a license agreement. The software may be used or copied only in accordance with the terms of that agreement.

Definitions

<p>Aloha Solution (In-Store)</p>	<p>Aloha POS Aloha Takeout Aloha Kitchen Aloha Electronic Data Capture Aloha OrderPoint NCR RAL Fingerprint Solution Aloha Configuration Center Aloha Connected Payments Aloha OrderPay</p>
<p>Long-Term Service Release</p>	<p>Long-Term Service Releases deliver feature enhancements that span the Aloha solution. These releases are certified by our Solution Integration Testing team and will be considered generally available to customers (determined by region).</p>
<p>Feature Release</p>	<p>Feature Releases will deliver specific feature enhancements and/or products to the market – outside of the standard release life cycle. The goal of a feature release is to provide a path to early adoption of new capabilities prior to a long-term service release. Feature releases are typically leveraged by specific customers that identify a compelling ROI for a capability and are willing to perform more frequent solution upgrades. Please contact your NCR Account Representative to gain access to a Feature Release.</p>
<p>Maintenance Release</p>	<p>Maintenance Releases are provided for supported releases and include defect resolutions. These releases will typically not contain new enhancements with exceptions made for security or similar needs.</p>

Aloha Solution Release Lifecycle

The following policies apply to the Aloha solution stack for on-premise software deployments. This includes Aloha Point of Sale, Aloha Kitchen, Aloha Takeout and other on-premise utilities and components.

1. NCR targets one Long-term Service Release per calendar year for the Aloha solution stack.
 - a. Long-term service releases are maintained for three years
 - i. Full Maintenance: Minimum of two years, where defect corrections ranging from Severity 1 to Severity 3, are considered for maintenance releases to these versions.
 - ii. Limited Maintenance: Severity 1 and Severity 2 defects are addressed in maintenance releases to these versions.
 - b. Upon General Release of the next long-term service release, NCR will announce timelines for any active releases including Limited Maintenance and End-of-Life.
2. NCR will release feature releases at our discretion.
 - a. Feature release lifecycle can vary pending the timing of the release.
 - i. Full Maintenance: Minimum of four months of full maintenance, where defect corrections ranging from Severity 1 to Severity 3, are considered for maintenance releases to these versions.
 - ii. Limited Maintenance: Severity 1 and Severity 2 defects are addressed in maintenance releases to these versions.
 - b. Upon General Release of the next release (long-term service release OR feature release), NCR will announce plans for any active releases including Limited Maintenance and End-of-Life.
3. Maintenance Releases for all on-premise products are typically released monthly.
4. Controlled Deployment versions of products can be released to specific customers at the Product Manager's discretion prior to a certification cycle. These versions should be replaced upon the next Long-term Service Release or feature release.

NOTE: Cloud-based products, such as Configuration Center, Aloha Insight and Aloha Digital Ordering, are typically released monthly and include both feature enhancements and defect corrections.