How long will Pace be supported by A&M?

- A&M will be providing technical support for the *two most recently released* **Pace** versions through the end of 2019.
- **Pace** Technical Support contact info, support hours and procedures, and issue priority levels can be found here: https://pace-planning.atlassian.net/wiki/spaces/PPD300/pages/90898563/Support+Guide

What versions of Pace will be supported?

- Technical support is available for the *two most recently released* **Pace** versions.
- The two most recently released **Pace** versions are **Open Pace 3.0** and **Place Planning 2.8.8.6**.
- A&M plans to release **Open Pace 3.0.2** in Q2 of 2019. At such time, technical support will only be available to **Open Pace 3.0** and **Open Pace 3.0.2**.

Are there any future Open Pace releases planned? Any new features to be released?

- A&M plans to release **Open Pace 3.0.2** in Q2 of 2019. This release will contain bug fixes and minor enhancements around LDAP support. This is expected to be the final **Open Pace** release published by A&M.
- Through the end of 2019, A&M will continue to publish software patches to address any Priority 1 (Blocker), 2 (Critical), or 3 (Major) bugs that may arise.

Will Open Pace be updated to support future versions of Essbase or Microsoft Office?

- A&M does not have any plans at this time to update **Open Pace** to support future versions of Essbase or Microsoft Office.

What is the scope of Pace Technical Support?

- In general, the primary purpose of Pace Technical Support is to provide assistance with product defects and to address minor configuration and installation questions.
- Product defects are issues that are reproducible by Pace Technical Support and represent some loss of functionality or unexpected behavior. An application misconfiguration issue is not considered a product defect.
- In the performance of these services, A&M may also provide limited assistance in making minor application changes and installation of the product, as well as general design / implementation guidance.
- The following activities are not covered by Pace Technical Support, but may instead be handled by paid consulting depending upon available resources:
    - Product Training
    - Product Installation / Upgrades
    - Essbase configuration changes

- As support of **Pace** is being phased out, A&M will no longer make resources available to provide Pace consulting. Therefore, A&M will not be available to perform or assist with the following activities:
    - Application design / re-design
    - Non-trivial (or a large amount of) Application Configuration Changes
    - Pace Rules Configuration

What resources are being provided by A&M to assist Open Pace clients to transition to the new Open Source model?

- All **Open Pace** code, installation packages and documentation have been migrated to **BitBucket**, an Open Source platform, at https://openpace.bitbucket.io
- A&M is in the process of creating system and deployment documentation for various Open Pace components (**Open Pace Server, Open Pace Administration Console, Open Pace Client**).
- Through the end of 2019, A&M will assist current Pace Customers in establishing an Open Pace community and an online forum.

Are there any resources outside of A&M that can provide Pace technical support and consulting?

- A&M does not have available recommended external Pace resource contacts at this time. If that changes, A&M will update the Pace Community accordingly.