



UPGRADING TO CCS HELPDESK 4.0

FREQUENTLY ASKED QUESTIONS

Crow Canyon Systems recently announced the planned release of the newest version of Outlook Helpdesk – newly named CCS HelpDesk 4.0. This document is provided to address questions regarding upgrading to the release.

General and Financial

Q. When will version 4.0 be available?

A. Target date for General Availability is March 2008

Q. Who should upgrade to CCS HelpDesk 4.0?

A. While upgrading is optional for most customers, we do suggest that those organizations who are on version 3.0 or earlier, and who are moving to Outlook 2007 need to upgrade to 4.0 before moving to Outlook 2007. *Versions previous to 3.1 do not work with Outlook 2007.* Also, those customers on 2.X should plan to move if they wish to continue support as that version will be desupported in July 2008 (see “sunset..” below).

Q. Why the new name?

A. Over the past year , Crow Canyon has expanded our product line. In support of the new line of products we decided to standardize product names into a CCS “product name” for “environment”. For example CCS HelpDesk for MS Outlook. This nomenclature will allow us to also provide new product for other environments such as SharePoint. Additionally while not a clear legal issue, we are sensitive to the fact that Microsoft has the rights to “Outlook” in some form.

Q. What are the new features of CCS HelpDesk 4.0?

A. Version 4.0 is a substantial release with many new features designed to improve productivity, ease of use, and more flexibility. In summary new features include:

- Enhanced Web pages - no login, KB access, attachments uploading
- Expanded logging features and options
- Knowledge Base integration in ticket and improved capabilities
- Improved time tracking and fields for vender support (Ex. Dell) tracking
- Access desktop hardware and software information from within a ticket
- And much more... quick resolution, automatic reply, new utilities



You can go to http://www.crowcanyon.com/Help_Desk/ccs_helpdesk_40.asp for more details.

Q. I have Outlook HelpDesk Service Provider (SP) version, how do I upgrade?

A. We have combined the standard and service provider editions for version 4.0. The unique features within Service Provider have been incorporated into CCS HelpDesk 4.0.

Q. How much does it cost to upgrade to this new version?

A. This depends on the level of Annual Support Contract you are currently on.

- Premium Support Customers get version 4.0 at no charge. Request an upgrade [here](#).
- All others must purchase the version upgrade. Following the Microsoft pricing model, upgrades are priced at 50% of the current retail price. [Purchase version upgrade](#).

Q. Is there any other cost that may be incurred?

A. You may need to upgrade your license tier if your company has grown or your supported end-user base has grown. CCS HelpDesk 4.0 now has improved license audit function which validates the number of supported end-users and technical seats you are licensed for. If you do not know your license level your organization purchased you can check that and update registration information at: [registration update](#)

If you do have to upgrade your license level you can do that at: [license upgrade link](#)

Customizations

Q. What about customizations that I had done in the previous version?

A. Most customizations will have to be re-implemented in version 4.0. In some cases, the new version will have new functions that cover the customizations previously implemented. If this is not the case we need to review your customizations and schedule the development. For all customers with any kind of support contract we will do these customizations at a discounted rate (50% discount). If you are not sure if there were customizations done, email us at support@crowcanyon.com and we will check into it for you. Also you can review the screen shots at [CCS HelpDesk 4.0](#) tour and see if the existing version 4.0 will meet your needs.

Sunset Policy
Q. What is your sunset policy for older versions of Outlook HelpDesk ?

A. A key part of what we do at Crow Canyon Systems is to invest in technology that lets customers deploy leading-edge support productivity solutions in their enterprises. An important part of this ongoing effort is managing the cost of supporting older releases.

Crow Canyon is adopting a policy of periodically sun setting older versions of Crow Canyon software in the sense of no longer continuing to provide support to those versions. This allows us to focus our development resources on a limited set of source code versions, so that we may add more features to more frequent future releases.

This policy means, moving forward, that technical support will be available only for the most current major version and for the major version immediately preceding it. The major version is the part of the version number to the left of the leftmost dot (for example, the “3” in 3.0.1). For example from July, 2008, we provide support for Outlook HelpDesk 3.x and Outlook HelpDesk 4.x. We recommend that those customers still running Outlook HelpDesk 2.x move to the latest version of the software.

Also note that at some time the older versions will no longer support new software such as Outlook 2007. This is the case with Outlook HelpDesk versions previous to 3.1.

You may continue to use unsupported versions. If you decide later to upgrade, support for upgrading your product will require an hourly fee-based project.

The current sunset schedule is as follows:

Version	Supported Environments	Sunset Date
Outlook HelpDesk 2.x	Outlook 2000,2003	July 2008
Outlook HelpDesk 3.x	Outlook 2000, 2003, 2007*	Expecting July 2009
Outlook HelpDesk 4.x	Outlook 2003, 2007	Current

*requires version 3.1

Outlook Support Q. Will CCS HelpDesk 4.0 run on previous versions of Outlook?

A. We realize that not everyone implements new releases of Outlook immediately; therefore we designed CCS HelpDesk 4.0 to be backward compatible with Outlook 2003. Those still running on Outlook 2000 should not move to version 4.0 until they update their version of Outlook.



Upgrading

Q. I am on version 3.0, what effort is involved in the upgrade?

A. The Help Desk forms will need to be replaced. Also, a new DLL will need to be added to those using Outlook client to interact with the Help Desk. An upgrade utility is provided to move existing tickets and utilities settings to version 4.0. More detailed information can be found in the 4.0 upgrade manual.

Q. I am on version 3.1, what effort is involved in the upgrade?

A. You will need to migrate existing tickets and utilities settings to 4.0. An upgrade utility is provided for this process. More detailed information can be found in the 4.0 upgrade manual.

Q. Will I lose any data?

A. No. The forms will change, but the underlying data is not modified.

Q. Does this release take advantage of new functionality in Outlook 2007?

A. With CCS HelpDesk 4.0, we were able to add many new functions and leverage new capabilities of Outlook 2007.

For more information go to:

http://www.crowcanyon.com/Help_Desk/ccs_helpdesk_40.asp

Or email us at: customerservice@crowcanyon.com