Infor Support Software Delivery Policy –

Frequently Asked Questions

Infor's new Support Software distribution policy requires that the Support customer who is entitled to the underlying software license must log on to Infor's customer Support portal to download and retrieve new software versions, upgrades, fixes, patches and all other software issued by Infor as part of Support (collectively "Support Software"). This change is effective January 15, 2012 and may affect your previous method of delivery. The following Frequently Asked Questions have been prepared to help give you more information and to assist with your understanding of this policy change.

Q1. How do I get new Support Software?

A. Infor provides Support Software through its Customer Support Portal called 'Infor365'. This is the same portal where customers can access the product Knowledge Base, report incidents and network with peers and colleagues through 'Communities'. Access to the Support Portal is at http://infor365.com/

Existing users can sign on using the email address and password associated with their account. If you are a new user, please click the link to "Register now" option from the login page and complete the form. You can be designated as the "Contact Administrator" for your account by noting the request in the comments field of the registration form. The Contact Admin feature provides the ability to self manage contacts for the account.

Q2. How will I be notified when new Support Software is available?

A. A variety of methods are currently used to notify customers when new Support Software is made available. The most common method of notification occurs electronically when you subscribe to receive such communications which are sent via email. You may also see announcements posted on the Support Portal.

Q3. How is Support Software delivered?

A. Support Software is typically available to download from one of three locations within the Support Portal. Depending upon the product line, fixes and patches can be accessed either from the product specific ftp site or as an attachment to a "Solution". These can be found under the 'Downloads' or 'Solutions' drop down menus towards the top of the Support Portal home page. Full product releases and version upgrades can be found via the "Software Downloads" link under the "Resources" section on the Support Portal home page.

Frequently Asked Questions - continued

Customers are only able to download Support Software related to software for which they are licensed and for which they have a valid Support agreement. If you are unable to locate a licensed product, you should contact your Channel Partner.

Q4. How do I handle patches for products where I have customizations? My Infor Channel Partner has handled this in the past. Can the Channel Partner still apply the patch for my business?

A. Yes, applicable Channel Partners are still able to assist in the *application* of Support Software. **IMPORTANT:** Please contact your Channel Partner before installing, as these should not be installed over a non-standard version of the product without proper planning.

Q5. Will these patches be localized for my country? My Infor Channel Partner provided the translations and localizations in the past. Can they still apply the patch for my business?

A. Channel Partners will provide translations and localizations to Infor, and certain localizations and translations will be available to Support customers from Infor via the Support Portal. In other instances, localizations and translations will be provided to customers by the Channel Partner. Please contact your Channel Partner for further information.

Q6. Does the policy apply to all Infor products?

A. Yes, the Support Software delivery policy is applicable to all Infor products.

Q7. If the customer requests, can the Channel Partner get the Support software on its behalf?

A. No. Under the terms of the new Support Software Delivery Policy, the customer with the software license must get the Support Software directly from Infor.

Q8. What if I have difficulty downloading the Support Software? Who do I contact in this situation?

A. If you have trouble downloading the Support Software because you do not see the appropriate product, please create a 'General Information Request' under the Incident drop down menu within Infor365. This will notify the Infor Xtreme Support team who will then review your entitlement. If you have a problem with the actual download processes please contact your Channel Partner for assistance. If the Channel Partner is unable to resolve the problem for you, the Channel Partner will liaise with Infor Xtreme Support to help obtain a solution to the issue.

Frequently Asked Questions - continued

Q9. Is Infor going to provide Support to the customers now?

A. Only in some cases. The Policy only affects the manner in which Infor Support Software is distributed to customers. At present, your relationship with the Channel Partner and Infor will remain unchanged other than this change in the delivery mechanism.

Q10. My Channel Partner currently logs incidents with Infor on my behalf. Will that be changing too?

A. No, at this time there will be no change in the existing process for logging incidents.

Q11. Why is this change being implemented?

A. Infor must track all copies of its intellectual property and must know which software has been distributed to each customer.

Q12. Will Partners get advanced notice on the availability of and access to the new Support Software?

A. Channel Partners will continue to receive notification on Support Software availability in the same manner as they have done prior to the introduction of the Support Software Delivery Policy.