

# Live Publish



## Partner Live Publish Addendum

### Configuration and Support Scope Document

#### Version 4.28

This document lists and defines support and maintenance services that are included at no additional cost for the Live Publish Application once installation is complete, a customer enters "maintenance mode" and annual license fees are paid to Partner Software. Maintenance begins once installation is complete. Any features or services not listed as included in this scope of work are not part of the standard Live Publish Application product and are not covered by the installation, configuration, and license fees for the Live Publish Application. Such additional items will generally incur an additional cost and may require a separate service order.

#### Support & Configuration Included with Partner Software Staff Installation and During Maintenance Mode

- **User Documentation**—When available, standard end-user manuals and materials for the latest version of the Live Publish Application at the time of installation.
- **Partner Passport**—Setup, maintenance, and support for Partner Passport accounts and profile configuration necessary to facilitate crew assignment.
- **Live Publish Mapset**—Support for viewing manually imported geometry, styles, icons, and data from KML or KMZ source data.
- **Data Synchronization**—Support of client server synchronization as it pertains to Live Publish data.
- **Import Geographic data**—Support for the importing of Line, Point, and Polygon geometries from standard KML and KMZ source files into the Live Publish mapset.
- **Import Icons and Styles**—Support for importing and displaying of icons and styles defined in the KML schema in the partner Map Viewer.
- **Import Description data**—Support for the importing of description data in the KML schema into the Partner Map Viewer for display in the Data Panel.
- **Partner Mobile**—If client is licensed for Partner Mobile and Partner Complete, configuration and support of Live Publish on supported mobile devices.

#### Support & Configuration Excluded

This list is an overview and cannot account for every possible custom configuration request. In general, any additional configuration not included in the purchase of the software may incur an additional fee.

- **Embedded Hyperlinks**—Hyperlinks and support of hyperlinks embedded in imported data.
- **Polygon Selection**—Selection of the internal area of a polygon.
- **Custom Labeling**—Custom offsets, fonts, rotation, scattering, and sizing.
- **Find Items**—Find items for imported data in not available in Live Publish.
- **Filter Table**—Use of the filter table to search imported data for specific data or handle on map visibility is not supported.
- **Auto-Synchronization**—Live Publish is currently limited to manual synchronization only.
- **Auto-Publishing**—Live Publish is currently limited to manual import by authenticated users only.
- **Attachments**—Live Publish does not support attachments to imported records.
- **Negative Coordinates**—Live Publish import is limited to display geometry in the projected map space only.
- **LOD Layers**—Live publish does not support levels of Detail. All Live publish records are visible at all zoom levels.
- **Custom Actions**—Additional custom actions enacted from the menu bar or wheel menu.
- **Custom Server Support**—The Mobile Outage Application is a hosted solution, and support of additional servers is out of scope.
- **Shared Partner Passport accounts**—Partner Passport accounts are single sign on accounts designed to identify and authenticate an individual user.
- **Custom Network/Connectivity Support**—Licensee is responsible for maintaining its own network and connectivity.
- **Emergency Support Hours**—Partner does not offer after hours support for the Live Publish application. Please call the Partner main line during regular business hours or send an email to support@partnersoftware.com.
- **Licensee Hardware Support**—Licensee is solely responsible for the purchase, maintenance, and function of its hardware.
- **Custom Reports**—Any custom designed and scripted reports including additional cost reports.

- **Custom Scripting**—Any additional scripting outside of the standard scripts included in the Live Publish Application.
- **User Training**—End-user training for the Live Publish Application is not included in the standard install. This training is priced and scheduled according to the customer's needs.