



Share One

# NS3 Upgrade Policy 2021



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## New NS3 Release Process for 2021

Here is the updated release process as of 21.3:

Starting with 21.1, new versions have been released quarterly in conjunction with NewSolutions as a “package,” and NS3 products adopted the core’s numbering convention—for example, if the core release is 21.3, the simultaneous NS3 product releases will also be version 21.3. Everything will continue to be released at the same time, under the same version.

Upgrading to the latest version of one product (or the core) requires upgrading to the latest version of all products.

### Why We’re Doing This

Consolidating version numbers and release schedules helps our credit unions more easily schedule upgrades\* and keep track of their product versions. Further, the many interdependencies between the core and NS3 products make an upgrade “package” a more practical approach than our prior process. This streamlining means that ultimately both your staff and ours will be able to spend more time focused on customers’ greatest needs.

### How It Will Work

Once you have scheduled your NewSolutions upgrade, all NS3 sites will be updated the following day.

- Second and fourth quarter package upgrades will be mandatory
- First and third quarter upgrades remain optional

We will now only apply hotfixes to the latest version of a product

- If an issue occurs, our first step will be to upgrade you to the newest product version, where it has often already been resolved. If the issue persists, it will be fixed in the latest version. This will allow us to eliminate redundant troubleshooting.
- Release notes for all products will come in a single document prior to the release date
- Any hotfixes or additional documentation will be added into the existing document, which will be updated on the Customer Portal.

\*Remember that you can schedule upgrades quickly and easily inside the Customer Portal!