Check version supply without additional costs

Fictional case data and worked reasoning

A manufacturer delivers a substantially modified version of its networked evaluation software and offers access free of charge. Existing customers use the older version in 48 systems still within the specified support period. In 34 plants, the new version works in the previous environment. In 14 plants, a fee-based upgrade of the operating environment is required for the change. The manufacturer has not agreed to any free alternative or an adapted version.

Test point Purpose or comparison Observation Decision		
Access Latest version free for previous users	Free download occupied	A requirement is met
User environment adaptation without additional costs	14 out of 48 require a paid upgrade	Limitation fails for this supply
More updates Keep available already provided updates	Old version remains in use	Check ongoing tasks separately

Expected result

The main reasons for this are:

Identify user groups with their actual legacy environment.

Confirm separately the costs and observed usability of the current version.

Maintain and secure any archive information.

Counter-test and next decision

The manufacturer takes care of any necessary adjustment for the 14 plants. However, only 13 changes are possible in the sample sample. Check for the last plant whether there is a practical access. A cost proof alone does not cover the missing functional sample.

Check version supply without additional costs

For your observation, specify a findable document.

Compare access, technical conversion and actual extra effort per user group.

Verification identification, legal entity and date of processing and responsible body

Old and latest version, initial delivery and support

User groups and evidence of the existing environment

Free access to the current version

Necessary adjustments with documented additional costs

Observed function per group and remaining obligation

Check version supply without additional costs

Refer remedial and post-test to the original test order.

Findings and supporting evidence

Remedy for paid or unusable conversion

Tested follow-up test with date, observation and version documentation

Tested scope of care with publication and access receipt

Release by and on the open order and date