



Octave Cloud

Upgrade and Software Release Policy

June 2026



1. Overview

The purpose of this policy is to describe the release, Upgrade and update cycles, customer notices, timing, as well as other pertinent information such as types of Upgrades and updates for all the Software Products that are listed in table below, so customers understand and appreciate the nature and pace of these efforts. Defined terms not explicitly defined herein shall be as defined in the Octave Cloud Services Agreement (“Agreement”).

If Customer has a signed Agreement that was executed prior to the Octave rebranding and has not been amended to accommodate the new branding, the short form references of “Octave” herein shall mean “Hexagon” as defined in the Agreement.

2. Scope

The Cloud Services follow the **Automatic Update** or the **Managed Upgrade** pattern depending on the Software Product.

Automatic Update

For Software Products that have Automatic Updates (See table in Section 3 herein for the Software Products that have Automatic Updates), Octave will automatically apply the update via “Continuous Delivery” automation. The list of Software Products that fit under this category is subject to change at Octave’s discretion. The following are features of Automatic Updates:

- The design of the releases is minimally disruptive. No pre-testing or acceptance is required.
- The Automatic Update process does not require additional Consulting Services for the Software Product (excludes Extensibility).

Managed Upgrade

For other Software Products that require Managed Upgrades (see table in Section 3 herein for the Software Products under this category), the coordination of the Upgrade, update and release timing is as agreed by Octave and Customer. Managed Upgrades:

- Require Customer Environment on latest versions or previous two major version (exception to EcoSys, j5, Smart Completions to be a version within previous 24 months).
- Upgrade schedule pre-coordinated with customer.
- Software-only Upgrades provided complimentary once a calendar year.
- All data, extended configuration and customization are responsibility of Customer. Octave assistance may be purchased separately under a Consulting Service SOW.
- Customer Non-Production Customer Environments (if subscribed) within the Cloud Services will be used for installation and testing of Upgrades prior to upgrading production.
- If customer Non-Production Customer Environments are not available, Octave will provide an environment for customer to test the Upgrade prior to production. The environment shall be available for a maximum of 90 days.

3. Software Product Automatic Update & Managed Upgrade

Software Product Title	Automatic Update (Octave Controlled)	Managed Upgrade (Octave & Customer Coordinated)	Version Requirement
Octave Altune APM (formerly HxGN APM)	X		Latest
Octave Attune EAM (formerly HxGN EAM)	X		Latest
Octave Attune EAM Databridge Pro (formerly Attune EAM Databridge Pro)	X		Latest

Octave Attune EAM Python Studio (formerly HxGN EAM Python Studio)	X		Latest
Octave Attune EAM Constraint Optimizer (formerly HxGN EAM Constraint Optimizer)	X		Latest
Octave BricsCAD		X	Latest version within 24 months
Octave InConcert SDx2 (formerly HxGN SDx2)	X		Latest
Octave InConcert Core (formerly HxGN SDx®)	X		Latest
SmartPlant® Foundation	X		Latest
Octave Loop Material Readiness (formerly Jovix®)	X		Latest
Octave Onsite Completions (formerly Intergraph Smart® Completions)	X		Latest
Octave Tempo Operating Procedures (formerly AcceleratorKMS)	X		Latest
AcceleratorLXP	X		Latest
Octave Sequence Enterprise (formerly EcoSys) versions prior to 10.0		X	Latest version within 24 months
Octave Sequence Enterprise (formerly EcoSys) version 10.0 or newer	X		Latest
Octave Tempo Operations Management (formerly j5 Operations Management Solutions)		X	Latest version within 24 months
Octave Attune APM (formerly HxGN APM)	X		Latest
Octave Forte 3D (formerly Smart® 3D)		X	Latest or previous two major version
Octave Forte Review (formerly Intergraph Smart® Review)		X	Latest or previous two major version
Octave Facets P&ID (formerly Intergraph Smart® P&ID)		X	Latest or previous two major version
Octave Facets Instrumentation (formerly Intergraph Smart® Instrumentation)		X	Latest or previous two major version
Octave Forte Interop (formerly Intergraph Smart® Interop Publisher)		X	Latest or previous two major version
Octave Aspect Tank (Formerly Tank)		X	Latest or previous two major version
Octave Aspect Pipe Stress (formerly CAESAR II®)		X	Latest or previous two major version
CloudWorx® for Forte 3D (formerly CloudWorx® Intergraph Smart® 3D)		X	Latest or previous two major version
Octave Aspect Pressure Vessel (formerly PV Elite®)		X	Latest or previous two major version
Smart Sketch®		X	Latest or previous two major version
Octave Facets Electrical (formerly Intergraph Smart® Electrical)		X	Latest or previous two major version
Octave Smart Materials (formerly Intergraph Smart Materials)		X	Latest or previous two major version

Octave Forte Reference Data (formerly Intergraph Smart® Reference Data)		X	Latest or previous two major version
Octave Onsite Construction Planning (formerly Intergraph Smart® Construction)		X	Latest or previous two major version

4. Typical Product Managed Upgrade Task:

Octave Forte 3D (formerly Smart® 3D)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Informed	Responsible for pre-checks and resolution	Application Pre-Upgrade checklist provided in Upgrade guide
Update configuration based on upgrade impact statements	Informed	Responsible for changes or additional services	Upgrade impact statements are provided for each Upgrade. These need to be reviewed and configuration needs to be updated to account for these impacts
Out of the Box Content (including delta bulkloads)	Responsible	Informed	This includes content such as out of the box catalog, rules etc.
Customer specific Configuration	Responsible	Informed	These would be bulkload files, drawing templates, report templates that comply with standard product guidelines
Upgrade of custom DLLs	Informed	Responsible for delivery or additional services	Custom DLLs include any DLLs that customer provides for rules, symbols, custom commands and so on.
Global Workshare	Responsible	Informed	
Integrated Tools	Responsible for version compatibility	Informed	
Integration Customizations	Informed	Responsible for delivery or additional services	Customer is responsible for schema customizations and mapping between these customizations. This also includes any adapters that may have been developed as well.
Testing of Dry Run Upgrade	Informed	Responsible for testing or additional services	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

CloudWorx® for Forte 3D (formerly CloudWorx® Intergraph Smart® 3D)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Updating the prerequisites	Responsible	Informed	
Upgrading the application	Responsible	Informed	
Project management activities for the registered point cloud projects	Informed	Responsible	After Upgrade, customer needs to review the properties page of registered point cloud projects on project management application. Mainly required to ensure that there's no loss in the Server connectivity information.
Testing of upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Forte Interop (formerly Intergraph Smart® Interop Publisher)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Updating the prerequisites	Responsible	Informed	
Upgrading the application	Responsible	Informed	
Upgrade the Site and Project databases if needed	Informed	Responsible	
Review and chose any new translation/project settings	Informed	Responsible	Customer needs to review the documentation for any new translation/project settings added in the new version and make an educated choice for those new settings.
Testing of upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Facets Instrumentation (formerly Intergraph Smart® Instrumentation)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Upgrade of custom DLLs	Informed	Responsible for delivery or additional services	
Custom PSR	Informed	Responsible	
Convert browser to EDE	Informed	Responsible	
Fixing sequences and unique IDs	Responsible	Informed	
Lutcheck	Responsible	Informed	
Symbols	Informed	Responsible	
Testing post-upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Facets Electrical (formerly Intergraph Smart® Electrical)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Upgrade of custom DLLs	Informed	Responsible for delivery or additional services	
Testing of post-upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Facets P&ID (formerly Intergraph Smart® P&ID)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Upgrade of custom DLLs	Informed	Responsible for delivery or additional services	
Fixing drawings	Informed	Responsible	
Testing of post-upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production upgrade take place

Octave Smart Materials (formerly Intergraph Smart® Materials)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Evaluate CIPs, custom Screens and Reports	Inform	Responsible	
Upgrade test environment	Responsible	Informed	
Customer specific Configuration i.e. WebApproval, Portal	Responsible	Informed	
Upgrade custom screens, reports and CIPs	Inform	Responsible	
All integrations from Smart Cloud to Ground	Inform	Responsible	
Internal Integration with Software Products on Smart Cloud	Responsible	Informed	
Solution validation testing (functional, integration)	Inform	Responsible	Customer is responsible for user acceptance test task in non-production before the production upgrade take place

Octave Forte Reference Data (formerly Intergraph Smart® Reference Data)

Upgrade Task	Octave	Customer	Notes
Pre-Upgrade Health Check	Responsible	Informed	
Evaluate CIPs	Inform	Responsible for changes or additional services	
Upgrade test environment	Responsible	Informed	
Customer specific Configuration	Responsible	Informed	
Upgrade CIPs	Inform	Responsible	
All integrations from Octave Cloud to Ground	Inform	Responsible	
Internal Integration with Software Products on Octave Cloud	Responsible	Informed	
Solution validation testing (functional, integration)	Inform	Responsible	Customer is responsible for user acceptance test task in non-production before the production upgrade take place

Octave Sequence Enterprise (formerly EcoSys)

Upgrade Task	Octave	Customer	Notes
Software Upgrade	Responsible	Informed	
Modifying Configuration for new features	Informed	Responsible	
Testing of upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Aspect Pipe Stress (formerly CAESAR II®), Octave Aspect Pressure Vessel (formerly PV Elite®), Octave TANK

Upgrade Task	Octave	Customer	Notes
Software Upgrade	Responsible	Informed	
Modifying Configuration for new features	Informed	Responsible	
Testing of upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Octave Tempo Operations Managemen (formerly j5 Operations Management Solutions)

Upgrade Task	Octave	Customer	Notes
Software Upgrade	Responsible	Informed	
Modifying Configuration for new features	Informed	Responsible	
Testing of upgraded solution	Informed	Responsible	Customer is responsible for user acceptance test task in non-production before the production Upgrade take place

Notwithstanding if the Software Product requires a Managed Upgrade, in the event that the specific version of the Software Product used by Customer results in a security vulnerability to the Customer Environment, the Cloud Environment or Cloud Services, the Customer shall be required to upgrade to the current patched version of the applicable Software Product.

For best performance, it is recommended to stay current on the most recent Upgrade, update and releases. Customer shall use commercially reasonable efforts to never be less than the Upgrade immediately prior to most current version available.

Customer acknowledges that a hot fix may not be available for an issue in a less than most current version and the provision of the most current Upgrade, update or release that includes the resolution to the issue shall constitute an acceptably closed Service Incident whether the Upgrade, update or release is applied by Customer or not.

5. Customer Notification Policies

The Cloud Services team strives to perform service maintenance without impact to service availability. For Automatic Updates that are expected to impact service availability, or are otherwise considered high-risk, Octave reserves the right to declare an Emergency Maintenance window. For Automatic Updates for Planned Service updates and Upgrades customers will receive maintenance notifications at least five (5) business days prior to the planned maintenance.

6. Extended Configuration and Customization

Octave acknowledges every Customer Environment is unique and may contain extended configuration or customization which are not supported as part of a Software product release. For a Software Product that falls under the category of Managed Upgrade, additional Consulting Services (subject to an additional fee as stated in the applicable SOW) are likely required to review and work on the necessary requirements in addition to the base Software Product Upgrade. Additional Non-Production Customer Environments are recommended for Software Products that require Managed Upgrades.

7. Exclusions

For the Software Products with Managed Upgrades, the Monthly windows scheduled by Octave for the provision of Planned Maintenance may not be used to perform major or minor version Upgrades, updates or releases of the Software Products for the Customer. Specific and separate windows shall be scheduled with the Customer in advance prior to Managed Upgrade of the Software Products being performed and will be considered Planned Maintenance for the Critical Service Level calculations.

Training is not included with any update or Upgrade.