

RFEYE ECOSYSTEM

SOFTWARE SUPPORT & UPDATE SERVICE (SSUS)

Peace of mind that your software will serve and protect you when it's most needed.

CRFS is dedicated to providing dependable, high-performance hardware and software capabilities, which is why every CRFS product that you are procuring comes with 12 months of complimentary Software Support and Update Service (SSUS)—keeping your system up-to-date, secure, and performing at its best.

CRFS is constantly investing and updating its software as technology and threats advance, including capability, performance and security updates.

Maintaining an active SSUS status across your CRFS deployments beyond the first 12 months ensures your system stays up to date, so you are always ready for the latest challenge.



WHY ACTIVE SSUS IS IMPORTANT



Your system is always up to date

- Access to the latest software updates ensures your deployment is optimized and fully operational.
- Regular security updates protect your system and reduce your risk.
- No extra costs—active SSUS on your deployment gives you access to all updates for software and firmware.



Consistent, high-performance operation

- Multiple updates throughout the year enhance functionality, improve performance & add new capabilities.
- Compatibility & performance tests are carried out pre-release, ensuring deployments function as intended.
- From Core 2.25 onwards, Node firmware will receive monthly security updates. Prompt patches ensure uncompromised security and peak performance.



Expert support when you need it

- The CRFS support team is available via email and phone to provide the guidance you need.
- Our global support team is here when you need it most.

CHOOSING THE RIGHT TIER FOR YOUR CAPABILITY

SSUS is available in two tiers, letting you choose the support and capabilities that fit your needs.

- You are a Tier 1 user if you are performing real-time operations and signal analysis tasks.
- You are a Tier 2 user if, **in addition to** SSUS Tier 1 you require 3D TDOA, automation, APIs and access to new, non-perpetual features (such as RFeye Site Signal Discovery).

With active SSUS on every Node in your deployment, you gain access to all software updates for both the Node and desktop software you are using.

SUPPORT INCLUDED	NO SSUS	SSUS TIER 1	SSUS TIER 2
Access to Support	✗	✓	✓
Bug fixes	✗	✓	✓
Node Firmware updates	✗	✓	✓
Node Firmware monthly security updates	✗	✓	✓
RFeye Site updates	✗	✓	✓
RFeye DeepView updates	✗	✓	✓
3D TDOA updates	✗	✗	✓
Mission Manager updates	✗	✗	✓
EMP API updates	✗	✗	✓
GMP API updates	✗	✗	✓
New, non-perpetual features	✗	✗	✓
New capability updates (inc RFeye Site Signal Discovery)	✗	✗	✓

TIER 2 CAPABILITY UPGRADE

RFEYE SITE SIGNAL DISCOVERY

If you have purchased the perpetual license for detectors, active Tier 2 SSUS will unlock our powerful RFeye Site Signal Discovery capability update:

- Detect & find** all signals in a specified frequency range
- Discriminate** between target and non-target signals
- Geolocate** the transmitter emitting signals of interest

See the separate brochure for details on this feature.



Ensure your CRFS system delivers the performance and reliability you expect through CRFS' low risk SSUS model. Talk to your Senior Account Manager today.



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