

## NOVUS V4.X END OF LIFE FAQ

### GENERAL QUESTIONS

#### » What does EOL Novus v4.x mean to my agency?

By December 2025, TripSpark's Developers will no longer support Novus 4.x. By January 1, 2025, agencies will be required to schedule an upgrade (the upgrade is free and included in your maintenance fees).

#### » What are the requirements for servicing and updating to Novus v7.3?

Please refer to the [Specification document](#).

#### » What risks/consequences might customers face if they don't upgrade from Novus v4.x?

Customer Care Support Tickets will be actioned and resolved if Development involvement is not required. Tickets escalated to Development may remain unattended.

#### » Why should the agency transition to a newer version?

For performance and feature enhancements, a new user experience (UX), and reporting improvements.

#### » How long will it take to perform the upgrade?

The migration can take 3-4 months to complete, based on complexity.

#### » What are the additional costs associated with this upgrade?

The upgrade is free of charge and included in your yearly maintenance fees.

#### » How will TripSpark support the transition process to minimize risks and disruptions to our business operations?

Our Customer Care team will support you from the beginning to the end of the upgrade. They will assist your IT staff in the creation of a Test environment for verifying functionalities prior to upgrading your Production environment and will work with staff to see the upgrade through successfully.



What is the contact information for TripSpark's support team who can help with the Novus v7.3 transition?

Customer Care Team - 877-411-8727  
[cc@tripspark.com](mailto:cc@tripspark.com) | <http://www.mytripspark.com>



Will my existing mobile hardware work with Novus v7.3?

Yes. Please reach out to the Customer Care team in advance to verify the functionalities in advance of your upgrade if you have any concerns.