

Formata

Software Lifecycle, Maintenance and Support

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About this document

This document describes how Formata is developed, released, corrected and supported, and which skills are needed to operate it. It is part of the documentation delivered with the product.

Response and resolution times are not set by this document; they are agreed in the contract.

1. General

Item	Value
Product	Formata
Version covered by this document	1.6.0
Release date	2026-10-05
Publisher	iMobile
Website	https://new-imobile.com

Formata is a platform in which forms, queries, scripts, reports and business processes are stored as data in PostgreSQL and executed by the server without rebuilding the program. It ships with the Formata CRM application: customers, leads, deals, tasks, documents, mail, warehouse, budgets and business processes.

The description follows the process groups of ISO/IEC/IEEE 12207 (Software life cycle processes): development, release, maintenance and operational support.

2. Development and release

2.1. Development tools

The server is written in C++17 (CMake, GCC) with an embedded Python 3 interpreter (pybind11) for application scripts; data storage and part of the logic use SQL and PL/pgSQL in PostgreSQL; the web client is JavaScript, HTML and CSS with no third-party libraries.

2.2. Release build

No pre-built binary packages are supplied. The executable is built on the customer's server by `install.sh` (CMake, Release configuration) from the source code in the kit and Ubuntu system libraries, or into a container image from the `Dockerfile`. The files of the kit are not digitally signed.

2.3. Pre-release verification

The `ci.sh` script builds the server and runs server-side API checks (Python scenarios: sign-in, form sessions, transactions, field permissions, printing, warehouse, background tasks and others) and regression checks of the web client (Node.js, jsdom); it is run before changes are published and on a schedule. There are also separate check scenarios for the Chromium browser (Playwright) and for the CRM application. No independent security assessment or certification testing has been carried out.

2.4. Version numbering

The core version number has the form X.Y.Z and is set at build time. The service reports the version number, build identifier and build date at `/healthz` and on the monitoring page. Forms and scripts carry their own integer version number, which increases with every publication.

2.5. Delivery of updates

There is no automatic update and no check for new versions. A new version is delivered as a new set of files; the administrator replaces the server and web-client files, rebuilds the executable, re-applies the application SQL files without loading the initial data and restarts the service.

3. Defect correction

3.1. Reporting a defect

Defect reports are accepted through:

- contact form: <https://new-imobile.com/contact>
- e-mail: admin@new-imobile.com

A report should state:

- the product name and version;
- the operating system version and a description of the environment;
- the steps that led to the defect;
- the text of the error message;
- the product's log files, if any (their location is given in the Installation and Administration Guide).

3.2. Handling

1. The report is registered and its receipt is confirmed to the reporter.
2. The defect is reproduced on the version named by the reporter and on the current version.
3. The report is classified as a product defect, a configuration or environment problem, or a change request.
4. A product defect is corrected in the source code; the correction is verified and included in the next release. If the defect prevents the product from being used for its purpose, the correction is released separately, without waiting for the next scheduled release.
5. The reporter is told the outcome and the version that contains the correction.

3.3. Timescales

Response and resolution times depend on the contract (licence agreement or support agreement) and are not given in this document.

4. Product improvement

Changes originate from user reports, pre-release verification, changes in the operating systems and third-party components the product depends on and, for functions tied to legal requirements, changes in those requirements.

Changes are delivered in subsequent releases. The version number changes according to the rules given under "Version numbering". The content of each release is communicated to users when it is published.

5. Technical support

Questions about installation, configuration and use are accepted through the same channels as defect reports. Support languages are English and Russian.

Technical support covers:

- advice on installing, configuring and using the product;
- receiving and handling defect reports;
- providing updates to the extent covered by the licence.

Support hours and any services beyond the above are defined in the contract.

6. Personnel

6.1. Customer personnel

User: experience with a web browser and knowledge of their own business area. Administrator: Linux administration (systemd, packages, networking), PostgreSQL (psql, backup), reverse-proxy configuration; changing application logic requires SQL and Python.

6.2. Vendor personnel

Development, release and technical support are carried out by the vendor's own specialists, who are proficient in the tools listed under "Development tools" and know the product's internals.

The location of the development team, the development infrastructure and the support desk is stated in the contract.

Document history

Document version	Date	Product version	Change
1.0	2026-10-06	1.6.0	First issue