

# Meridian

## Software Lifecycle, Maintenance and Support

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## About this document

This document describes how Meridian 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                          | Meridian                                                      |
| Version covered by this document | 1.1.10.0                                                      |
| Release date                     | 2026-09-23                                                    |
| Publisher                        | iMobile                                                       |
| Website                          | <a href="https://new-imobile.com">https://new-imobile.com</a> |

Meridian keeps the warehouse records of a trading or service company: goods and stock, receipts, transfers and sales, price lists, discounts and loyalty cards, counter sales in a cashier window, and also customers, tasks, mail and money records. All data is stored in a PostgreSQL database on the customer's own server. The program is not a fiscal cash register: it issues no fiscal receipts and does not control fiscal devices.

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 program and the HTTP API service are written in C++ with Embarcadero C++Builder (RAD Studio 13) and the VCL library for the Win64 platform. Accounting rules are implemented as PostgreSQL functions and triggers in PL/pgSQL. The database deployment scripts are PowerShell 7. The region-specific document-exchange module and the sample receipt and mail scripts are Python 3. The installation package is built with the WiX Toolset.

### 2.2. Release build

A release is built by the vendor on a dedicated build machine with a build script: the executable is linked statically, without runtime packages; the version number is raised during the build and written to the version resource. The installation package is produced by a WiX Toolset 3.14 script, which also writes `latest.json` with the size and SHA-256 of the package. The database kit is assembled from the same state of the source code as the program. The package and the executables are not code-signed.

### 2.3. Pre-release verification

Automated checks are kept with the source code: checks of the database structure and accounting rules (discounts, loyalty, services, calendar, exchange rates, tasks, migrations), checks of installing and upgrading the database with the kit, checks of the HTTP API service, on-screen checks of the built program (sign-in, navigation, cash desk, sale invoice, standard roles, update), checks of the licence rules and of the standard role sets, checks of the translation resources and checks of the region-specific document-exchange package. No independent testing or certification of the program has been carried out.

## 2.4. Version numbering

A version number has four numeric fields, for example 1.1.10.0. The third field grows with every released build; the fourth is zero. The same number is written in the version resource of `Meridian.exe`, in the properties of the installation package and in `latest.json`.

## 2.5. Delivery of updates

When a user signs in, the program requests the file

`https://new-imobile.com/download/meridian/latest.json` from the vendor's site (by default no more than once a day) and compares the version in it with its own. A newer version is shown in the About window; the package is downloaded with the Update button, verified by size and SHA-256 and installed only on the user's command by starting `msiexec`. The check can be turned off or pointed at another address with the settings `UPDATE_CHECK` and `UPDATE_URL`. The structure of an existing database is upgraded separately with the script `upgrade-db.ps1` from the database kit of the same version.

# 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](mailto: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

A user needs ordinary Windows skills and knowledge of how stock and sales are handled in the company. An administrator needs Windows administration skills (installing MSI packages, the firewall), basic PostgreSQL administration skills (installation, `pg_hba.conf`, backups with `pg_dump` and `pg_restore`) and the ability to run PowerShell scripts. Changing the receipt and mail scripts requires knowledge of 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 | 1.1.10.0        | First issue |