iMobile

MoneyCounter

Software Lifecycle, Maintenance and Support

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About this document

This document describes how MoneyCounter 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	MoneyCounter
Version covered by this document	2.0.0.0
Release date	2026-10-03
Publisher	iMobile
Website	https://new-imobile.com

MoneyCounter totals cash from the number of banknotes of each denomination that the user types in for the selected currency, and keeps a local history of counts with the date, a comment and the breakdown by denomination. It is not a cash register or point-of-sale program: it records no sales, issues no receipts and does not talk to any hardware.

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

C++ (Embarcadero C++Builder, RAD Studio 13) with the VCL library; embedded SQLite database through FireDAC; installer built with WiX Toolset 3.

2.2. Release build

Built by a script from the RAD Studio 13 project (msbuild), Release configuration, static linking — a single executable. The MSI package is built with WiX Toolset 3.14 from the 64-bit executable. The executable and the package are not code-signed (no Authenticode signature).

2.3. Pre-release verification

Before a release: a compile-time check that the string tables of all 16 languages are complete; a scripted smoke start of the built program (it starts, all windows are created, no error dialogs); a self-check run that fills the window with a sample count and dumps the state (number of currencies, denominations, total) and window images; verification of the account server's signature with the embedded key. There is no automated unit-test suite.

2.4. Version numbering

The version is written as four numbers (2.0.0.0) and is the same in the executable's file properties, in the installer file name and in the About window.

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2.5. Delivery of updates

The program has no automatic update and no check for new versions. A new version is published on the vendor's website as a new MSI package; installing it replaces the installed version (Windows Installer major upgrade) and keeps user data.

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.

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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

Users need ordinary Windows application skills. Administrators need to know how to install Windows Installer packages.

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	2.0.0.0	First issue

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