

Pier

Software Lifecycle, Maintenance and Support

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Contents

- 1. General 3
- 2. Development and release 3
 - 2.1. Development tools 3
 - 2.2. Release build 3
 - 2.3. Pre-release verification 4
 - 2.4. Version numbering 4
 - 2.5. Delivery of updates 4
- 3. Defect correction 4
 - 3.1. Reporting a defect 4
 - 3.2. Handling 4
 - 3.3. Timescales 5
- 4. Product improvement 5
- 5. Technical support 5
- 6. Personnel 5
 - 6.1. Customer personnel 5
 - 6.2. Vendor personnel 5

About this document

This document describes how Pier 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	Pier
Version covered by this document	0.3.1
Release date	2026-10-04
Publisher	iMobile
Website	https://new-imobile.com

Pier mounts remote storage reached over WebDAV, SFTP and NFS version 3 as Windows drive letters, with a block cache on the local disk, resumable transfers, automatic reconnection and an offline mode. The built-in Pier Backup tool makes versioned, encrypted backups of folders to WebDAV, SFTP, NFS and S3 storage.

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++20 on the Win32 API, compiled with Microsoft Visual C++ (Visual Studio 2022 Build Tools) as a 64-bit build with a statically linked runtime library. The product uses Windows system components: WinHTTP (HTTP and TLS), CNG (cryptographic operations), DPAPI (protection of secrets) and the Compression API (compression of backups). SSH and SFTP are provided by the libssh2 library using Windows CNG for cryptographic operations; the NFS version 3 client (ONC RPC, XDR), the S3 client and the backup tool are the vendor's own code. The setup packages are built with WiX Toolset 6.

2.2. Release build

A release is built from source by a build script with the Microsoft Visual C++ compiler in the Release configuration for x64; the libssh2 library is compiled from source as part of the same build. The MSI package and the Setup package are produced with WiX Toolset 6. The Dokany driver installer is included as published by the Dokany project, with its publisher's valid digital signature; the build checks its SHA-256 checksum against a pinned value. The Pier executable and the Pier setup packages of version 0.3.1 carry no code-signing (Authenticode) signature. The SHA-256 checksum of `Pier-0.3.1-Setup.exe` is `8287fe3faf3455235dedfd93fc595729c5b1af284bf2d8d9ac28a0d430b488a`.

2.3. Pre-release verification

The source tree contains an automated test program that is built together with a release. Unit tests cover path handling, file-name validation, configuration, the block cache, volume behaviour under simulated connection drops, WebDAV against a built-in test server, XDR and RPC encoding for NFS, S3 request signing, the exchange between the service and the settings window, SSH key parsing, update verification, backup and restore, and completeness of the interface translations. Integration tests are enabled separately: mounting a drive through the Dokany driver, a long mixed multi-threaded load with data verification, runs against real WebDAV, SFTP, NFS and S3 servers, and settings-window scenarios driven through UI Automation. Installation, upgrade over an installed version and removal with the setup package were checked on a clean installation of Windows Server 2019 (with version 0.2.0).

2.4. Version numbering

A version number has three numbers separated by dots: major version, minor version and patch number (for example 0.3.1). The changes in each version are listed in the CHANGELOG file that is part of the delivery.

2.5. Delivery of updates

Ninety seconds after it starts and then every 6 hours, the product's service asks the vendor's account server for the latest version, sending the product identifier and the installed version number. The reply is signed with an ECDSA P-256 key; the product verifies the signature, downloads the new executable and checks its size and SHA-256 checksum. With auto-update on (the default) the file is installed when no transfer or backup is running: the service stops, the executable is replaced and the service starts again, and the drives are unavailable meanwhile (about a minute). With auto-update off the product only announces the new version and the user starts the installation from the icon's menu, from the Settings tab or with the command `Pier.exe update apply`. The product can also be updated by running the setup package of the new version over the installed one; settings, drives and the cache are kept. The product has no built-in way to return to the previous 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

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: everyday Windows and File Explorer skills, and knowledge of the storage address and of the user's own credentials on it. Administrator: installing software and managing Windows services, working at the command line, and knowledge of the protocol in use (WebDAV, SSH and SFTP, NFS, S3) and of the corresponding server's configuration. No special training is required.

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	0.3.1	First issue