OutsideView 9.1 FAQ

1. Is OutsideView 9.1 qualified on Windows 11?

   Yes.

2. How well does OutsideView 9.1 work with past releases?

   OutsideView 9.1 requires an 9.1 series serial number;
   it cannot operate using a serial number from a previous version.

3. Can I have both versions on my desktop?

   You cannot have OutsideView 9.1 plus any other version of OutsideView on the same PC at the same time. OutsideView uses the registry and a given PC can only run one version of OutsideView at a time, just as with Word, Outlook and most other software packages...

4. Will my configuration files work in 9.1?

   OutsideView 9.1 can use configuration files created in OutsideView 9.0.

5. Will my macros work?

   Yes. Previous macros with OutsideView will work however we recommend new development take place using the advanced .net api component found in OutsideView 9.1. This will vastly increase your productivity as you know longer need to use Crystal Point's unique scripting language.

6. Is there an upgrade fee?

   If you have a current Star Support and Maintenance Agreement for OutsideView 9.0, there is no charge. If you are not, please call 1.800.982.0628 or email sales@crystalpoint.com for pricing.

7. How do I get an evaluation?

   By visiting our web site [OutsideView Product Evaluation (crystalpoint.com)](crystalpoint.com) or calling 800-982-0628.
   We do not provide product evaluations on personal accounts such as Gmail, and Hotmail.

8. Can I still buy OutsideView 9.0?

   Crystal Point will continue to sell OutsideView 9.0 until further notice.

9. Are you still supporting OutsideView 9.0 and 8.2?

   Crystal Point support policy is that we support the current release plus one prior release. Therefore, we support both OutsideView 9.1 and 9.0.
   Existing support contracts for OutsideView 8.2 will be honored.
   Crystal Point will stop supporting OutsideView 8.2 June 1, 2024.

10. What is the recommended mechanism to upgrade from an older version of Outside View to the 9.1 version?

    That depends on the type of OutsideView and the age of the version you are using. You are, of course, welcome to call our Technical Support number 425-806-1119 to discuss your specific options and ask any question you might have.
    Our Systems Administrator's Guide is also a good source for guidance.

For more information on our products, contact us at sales@crystalpoint.com. For more information about Crystal Point, contact us at marketing@crystalpoint.com. For technical support, contact us at support@crystalpoint.co