

# Software AG Maintenance Policy Overview

Effective April 19, 2017

## Introduction

The Global Software AG Maintenance Policy describes the maintenance periods, the version life cycle and the maintenance services to be delivered during the life cycle of a version. The Global Maintenance Policy applies to software products under license of Software AG that run under platforms supported by Software AG and maintained by vendor (Software AG products).

The Software AG Maintenance Policy described hereafter supersedes all previous Maintenance Policy statements. Detailed information about maintenance windows for a specific product, version and platform can be found in the Product Version Availability section on the Software AG Customer Extranet (<http://empower.softwareag.com>).

## Maintenance Policy Overview

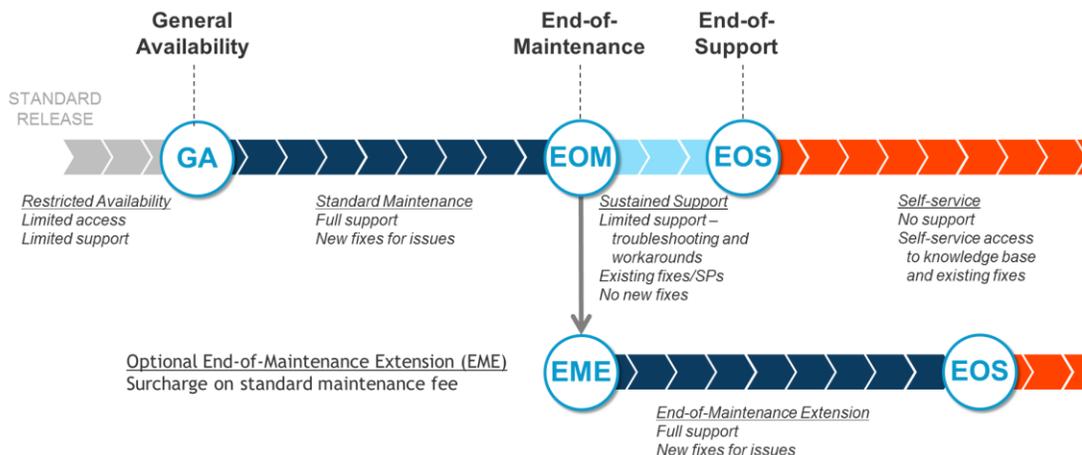
The key date in the release cycle of Software AG products is the date of General Availability (GA). This may be preceded by a limited pre-release in the form of a Preview, Early Customer Review (ECR) or First Customer Ship (FCS) program. At the time of General Availability (GA), our products will enter into the first stage of support called Standard Maintenance. After Standard Maintenance, products move first to the Sustained Support stage (defined below), and then to Self-Service support.

As always, we will deliver on this policy as long as the required third party solutions (e.g. applications, database drivers, operating systems, JVM's, etc.) are also under active support from their respective vendors. Furthermore, Software AG may require that, in order to address a problem encountered with a version of the software, the customer first install the most recent Service Pack in order to resolve the issue.

## Definition of Maintenance Policy

Software AG's Maintenance Policy is divided into milestones (blue circles) and stages (colored arrows).

### PRODUCT SUPPORT LIFECYCLE STANDARD RELEASE



## **Restricted Availability**

When Software AG has completed the development, QA, and documentation cycles for a new release, we may make the software available to a limited group. The intent of this period is to have select customers begin using the software while we ready Software AG staff and partners for General Availability (GA). The software that we ship during this stage is not beta; all new features are complete and have been thoroughly tested and documented. Specific individuals throughout Software AG who have been trained on the platform provide support for customers during the Restricted Availability period.

As a result of doing additional platform or performance testing during the Restricted Availability period, we may choose to ship Fixes or Service Packs to resolve any issues uncovered. We require that customers stay current by upgrading to the GA version once it is available. Certain other restrictions regarding production use, support and upgrades may apply to pre-GA versions.

## **Standard Maintenance**

When all relevant Software AG personnel sign off on the readiness of the software it is released as General Availability (GA) for all contracted customers. At this time, the product officially enters the stage called Standard Maintenance. During Standard Maintenance, our Global Support and Research and Development staff fully support GA releases by delivering defined product support services and Service Packs, Service Release or Fixes, as defined below, that address customers' needs. When a GA release is delivered, Software AG provides Standard Maintenance. Software AG may require that, in order to address a problem encountered with a version of the software in Standard Maintenance, the customer first install the most recent Service Pack or Service Release.

## **Sustained Support**

Sustained Support is for customers who find their implementations in a stable, static environment with little need for change. Customers running products during the Sustained Support period will receive web-based and telephone assistance from Software AG Global Support, but no new Fixes will be created for the software. All Fixes released during the Standard Maintenance period are downloadable via the Software AG Extranet Site. Sustained Support is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release, or purchase an End of Maintenance Extension (EME) contract.

## **Self Service**

At the End of Sustained Support (EOSS), Software AG provides unlimited electronic Self Service for the products. Customers may access hints and Fixes from our Software AG Extranet site but are not able to open new support requests. Electronic Self Service is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release or purchase an End of Maintenance Extension (EME) contract.

## **End of Maintenance Extension**

End of Maintenance (EOM) is the stage of the product lifecycle in which the Software is no longer fully supported by Software AG and no new Fixes are created for the Software. When Software enters EOM, a customer may acquire an End of Maintenance Extension (EME) during which such customer will continue to receive standard support and maintenance services as if the Software had not entered EOM and Software AG will continue to create

Fixes for such customer. End of Maintenance Extensions are made available at Software AG's sole discretion.

## Support Phases

	Web and Phone Support Provided	New Fixes Created	Typical Duration*
<b>Standard Maintenance</b>	Yes	Yes	36 months for Standard Releases 6 months for Innovation Releases
<b>Sustained Support</b>	Yes	No	12 months for Standard Releases 6 months for Innovation Releases
<b>Self Service</b>	No	No	Unlimited

## Specific Product Support Information

\* Duration may vary. Please refer to the **Product Version Availability** section found on Software AG Extranet Site for details on availability and End of Standard Maintenance for specific product versions, service packs, and platforms.

## Platform Dependencies

If a vendor stops the maintenance of a platform or an operating system, Software AG also stops maintenance services for all product versions released on that platform or operating system. In that case, Software AG's final maintenance window closes with vendor's maintenance stop date for those platforms or operating systems.

## Release Terms

### Major Version

Software AG defines a major version as one in which significant new features and functionality are delivered. Some, but not all of the major versions may also contain architecture changes, thus requiring a more significant upgrade effort. A version with a change in the first part of the version number ("X.0") is considered a major version.

### Minor Version

Software AG defines a minor version as one in which some new features and functionality are delivered along with fixes. These are signified by a change in the second part of the version number ("X.Y"). Minor versions may offer a simpler upgrade approach.

### Service Pack or Service Release

Software AG defines a Service Pack as a planned release in which an accumulation of Fixes is delivered. A Service Release may additionally include new features. These Service Packs/Releases are denoted using SP or SR in the numbering, e.g. ProductA X.Y SP1 or

ProductB X.Y SR 1. In places where a full version identifier is specified, Service Packs/Releases are denoted by the third part of the version number (“X.Y.Z”) Service Packs/Releases offer easy upgrade and an “install over” approach to upgrade. For optimal support, customers are required to upgrade to the latest Service Pack/Release.

## Fix

Software AG creates defect fixes at the component level to resolve specific issues. These issues may be identified in our QA labs, or at customer installations. Fixes are:

- Tested to ensure the issue is resolved within the target configuration
- Regression tested to ensure that the fix doesn’t negatively affect other areas
- Cumulative, meaning they include all previous fixes for the given component
- Made available to other customers via the Software AG Extranet Site (<http://empower.softwareag.com>) or other channels

*Note: Fixes that are released after End-of-maintenance to EME customers are not available to customers who have not purchased the End-of-maintenance Extension.*

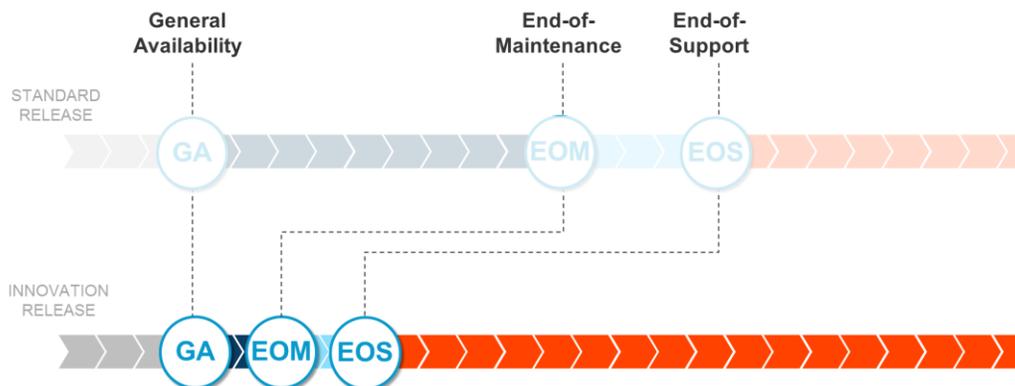
## Standard Release

A Standard Release may be a Major or Minor release and denotes a release with the standard duration of maintenance and support. Customers wishing to remain on a release for an extended period of time should adopt a Standard Release.

## Innovation Release

An Innovation Release may be a Major or Minor release and denotes a release with a much shorter duration of maintenance and support. An Innovation Release is intended for customers to start projects with new product features and innovations and requires them to upgrade to the next standard release within a few months of its release. An Innovation Release is clearly identified using the term Innovation Release in documentation, download and installation tooling.

### PRODUCT SUPPORT LIFECYCLE INNOVATION RELEASE



# Virtual Machine and Container Support

## General Policy

Software AG provides for all its software the definitions of supported, documented platform configurations (referred to here just as 'supported platform') which will include specific Operating System (OS) and hardware configurations, and may include Java Virtual Machine (JVM) and database versions. Customers can use a commercially available virtualization or container environment for a Software AG production environment if it accurately and completely emulates one of the supported platforms.

Customers who use virtual or container environments are required to comply fully with their contractual terms and conditions for licensing.

Software AG tests its software for operation on the supported platforms and not specifically against all possible combinations of hardware that might comprise that platform (for example, file system, disk controllers, memory configuration, display devices and so on). Therefore, the correct expertise, provision and management of a hardware configuration to support the platform remain the responsibility of our customers, whether directly using physical hardware or a virtualization environment.

Software AG tests and supports certain products on the specific virtualized or container environments listed in the system requirements section of the product documentation. Customers can use a different virtualized or container environment that accurately and completely emulates one of the supported platforms; however, if they encounter an issue that Software AG judges might be caused by the virtualized or container environment, then the customer is responsible for reproducing the issue on an actual supported platform before further analysis can take place. Software AG Global Support will refer customers to the Global Consulting Services group for guidance or recommendation about the use of virtualization or container software, or, if required, the best approaches for copying a system to a supported platform.