

SOFTWARE MAINTENANCE PROGRAM

for eXo Platform

Last update : july 5th, 2018

Overview

Customers who have subscribed to an eligible Subscription Plan benefit from the eXo Platform Software Maintenance Program. This program defines the terms and conditions under which eXo provides Software Versions to Customers, the deliverables associated with the corrective maintenance of the Software as well as the impacts on the deliverables provided through the Support Services, depending on the Software lifecycle.

In this document, each of the terms whose first letter is in capital letters has the same meaning as in the definition that follows, or failing that, as defined in the master subscription agreement between eXo and a Customer:

Software Life Cycle and Deliverables

According to the Subscription Plan acquired by the Customer, the Software is distributed in the form of a binary software package, which may be hosted by the Customer or by eXo. eXo uses a naming and numbering convention for the Software Versions so that the Customer can easily identify their nature and content:

- **Major versions (X.0.0)** which generally induce a large number of technical and functional evolutions of the Software
- **Minor versions (X.Y.0)** which generally incorporate functional evolutions of the Software
- **Maintenance versions (X.Y.Z)** which incorporate patches as well as targeted improvements.

In addition, the Versions indicators can be completed by the following qualifiers :

- **A Generally Available (GA)** indicates that this is the reference deliverable for this Version
- **A Cumulative Patch (CPn)** indicates a temporary version that includes important patches or improvements generally related to application security or software performance. CP" suffixed versions are uncommon but remain a highly

recommended official deliverable for production software operation. The suffix "CP" is usually applied to a Maintenance Version. Patches and improvements contained in a "CP" Version are automatically included in the next Maintenance Version in the Software Version Roadmap.

- **A Release Candidate (RCp)** suffix marks an engineering release that may be promoted to a GA after completion of quality testing. A RC is not an official deliverable unless specified in a custom agreement. RC versions are not certified to be ready for production.
- **A Milestone (M)** suffix marks an engineering step release that is neither an official deliverable nor production-ready software. Milestone versions generally contain completed features and can be used for functional discovery and/or technical previews.

Backward compatibility

Compatibility between versions is defined by the following guidelines.

These terms are applicable for GA and CP versions only. Although other version suffixes exist, they are not official deliverables and therefore do not fall within the compatibility guidelines.

Major versions are major architectural changes and will have limited compatibility with other major releases. When a customer is prepared to upgrade to a new version, any work required for the migration is the responsibility of the customer. However, eXo will make commercially reasonable efforts to guide customers in their upgrade efforts by providing migration guides or additional tools. eXo Professional Services can also provide assistance for migrations in the form of a consulting engagement.

Minor versions are compatible with each other. An upgrade procedure may be necessary, but it is not likely to involve a large project migration. eXo Global Support Services (GSS) will provide commercially reasonable assistance to subscribed customers willing to upgrade their current installation to a newer minor version. A minor release may include bug fixes as if it were a maintenance release in addition to new functionality. Newer versions assume the installation of minor updates that precede them.

Maintenance versions are compatible with each other. eXo will make strong efforts to ensure upgrades between maintenance versions are as transparent as possible for the customer. eXo GSS will provide assistance to subscribed customers willing to upgrade their current installation to a newer maintenance version.

The table below summarizes the type of software updates you can generally expect for each type of version.

Type of version	New features	Improvements	Security enhancements and bug fixes
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Major GA (X.0.0--GA)	Yes	Yes	Yes
Minor GA (X.Y.0--GA)	Yes	Yes	Yes
Maintenance GA or CP (X.Y.Z-GA CP)	No	Yes	Yes

Additional deliverables

If a customer requests and eXo accepts, eXo GSS may provide customers with additional deliverables to address specific situations where:

- No existing GA or CP version fixes a fully confirmed and reproducible issue raised through the support channel, AND
- The corresponding defect is a confirmed blocker or has been determined as critical by eXo GSS (severity 1 and/or 2 of the support services SLA), AND
- The affected product version is eligible for emergency deliverables through these maintenance terms (see maintenance phases below) or specific business terms mutually agreed.

In such situations, eXo GSS shall deliver:

- **One-off patches** to fix a specific, unitary bug. One-off patches are applicable for the minor version for the issue and are generally merged into the next maintenance version if relevant. Customers are advised to minimize the deployment of one-off patches since they are not guaranteed to be tested and validated against each other.
- **Workaround patches or procedures**, which are usually one-off patches delivered to allow a customer to continue using the system in a timely manner. Workaround patches may require a temporary loss of functionality and are not subject to direct inclusion in a future version.

Product maintenance and support phases

eXo GSS delivers a support experience tightly coupled with the maintenance status of a product version.

Noticeable milestones

eXo provides support, and consequently maintenance, over stated time periods for all GA product versions.

The initial GA release of a major product version marks the start of a new support and maintenance stream. eXo will release regular maintenance versions that are applicable to this major GA version.

The end of service life milestone (EOSL) of a GA product release is the date after which eXo will no longer provide services under a standard subscription contract.

Note: Beyond this milestone, customers will still be able to use the eXo product under a specific EULA.

Generally, before the EOSL occurs, eXo product releases are supported for a period of 4 years after their initial GA release.

Support phases

From the GA to the EOSL, the products receive various levels of support and maintenance according to the following phases.

These phases do not have pre-established durations. **However, eXo is committed to not moving a product major version stream to limited support before a minimum of two years have elapsed since the corresponding GA version release.**

Phase 1: Full support

In Phase 1, eXo will provide full support to customers according to the SLA in the customer's subscription contract. Hence, customers will benefit from the following deliverables:

- Minor and/or maintenance GA or CP releases,

- One-off and workaround patches,
- SLA-driven issue management.

In addition, maintenance of minor versions is tied to the following stages:

- **Active Minor:** Only one minor version (X.Y) is considered active per major stream and will receive regular maintenance releases.
- **Previous Minor:** The previous minor version (X.Y-1) will only benefit from cumulative (CP), One-off or Workaround patches once a newer version has shipped and as long as no preceding minor versions exist.
- **Older Minor:** Older minor versions benefit from limited bug fixes in the form of Cumulative or Workaround patches only.
- Support assistance remains fully applicable regardless of the minor version stage affected.

Minor versions are generally expected to ship every 6 months and active minor versions receive **maintenance every 6 to 12 weeks**.

The following table summarizes the maintenance policy during the full support phase:

Minor version stage	Major stream support phase	Maintenance releases (GA)	One-off patches	Cumulative (CP) and workaround patches
Active Minor (X.Y--GA)	Full	Yes	Yes	Yes
Previous Minor (X.Y-1.--GA)	Full	No	Yes	Yes
Older Minor (X.Y-2--GA) - (X.Y-3--GA) - ...	Full	No	No	Yes

Phase 2: Limited support

In Phase 2, eXo will provide limited support to customers according to the SLA in the customer's subscription contract. Hence, customers will benefit from the following deliverables:

- Maintenance **CP** releases,
- One-off and workaround patches,
- SLA-driven issue management restricted to severity 1 and 2 tickets.

The following table summarizes the maintenance policy during the limited support phase:

Minor version stage	Major stream support phase	Issue management	Maintenance releases (GA)	One-off patches	Cumulative (CP) and workaround patches
Active Minor (X.Y--GA)	Limited	Restricted to Sev 1 & 2	No	No	Yes
Previous and Older Minors (X.Y-p.--GA)	Limited	Restricted to Sev 1 & 2	No	No	No

Phase 3: Extended support

In Phase 3, eXo will provide limited support to customers according to the customer's specific SLA in the subscription contract.

Hence, customers will benefit from the following deliverables:

- Workaround patches,
- SLA-driven issue management restricted to severity 1.

The following table summarizes the maintenance policy during the extended support phase:

Minor version stage	Major stream support phase	Issue management	Maintenance releases (GA)	One-off patches	Cumulative (CP) and workaround patches
Active Minor (X.Y--GA)	Extended	Restricted to Sev 1	No	No	Yes
Previous and Older Minors (X.Y-p.--GA)	Extended	Restricted to Sev 1	No	No	No

Phase 4: Sunset

In the sunset phase, eXo will not provide any support or maintenance deliverables for the applicable versions.

General recommendations and notifications policy

Important: eXo strongly encourages its customers to upgrade frequently by keeping their systems updated with the latest maintenance release. eXo GSS can provide technical guidance to assist customers in performing such upgrades.

To help customers and partners plan, deploy and support eXo products effectively, eXo provides a maintenance calendar for each GA product version. For releases, eXo GSS communicates directly with customers the expected date and content through the established customer support communication channels.

Because the transition to limited support represents a significant reduction in the frequency of software updates, eXo is committed to announcing the switch a minimum of six months in advance.

eXo GSS will issue regular written notification for the following events to subscribed customers:

- Availability of a new version (major, minor, maintenance GA or CP),
- Support and maintenance phase transition dates,
- A quarterly roadmap update,
- Security or performance advisories whenever a relevant fix is available.

Current and past product life cycles

The following table describes the quarter-to-date available support guidelines and maintenance deliverables for each existing major product version:

eXo Platform

Major version stream	Initial release date	Latest version release date	EOSL milestone	Current support phase	Latest minor version	Latest maintenance version	Latest previous minor or maintenance version	Next minor release date (***)
eXo Platform 5	02 Apr 2018	July 2018	Apr 2022 (***)	Full	5.0	5.0.1	-	Q4 2018 (***)
eXo Platform 4	30 Jun 2013	June 2018	30 Mar 2020 (**)	Full until Oct 2018, then Limited	4.4	4.4.5	4.3.1	-
eXo Platform 3.5 (*)	30 Sep 2011	15 Aug 2014	30 Sep 2015(**)	Sunset	3.5	3.5.9	-	-
eXo Platform 3.0	30 Sep 2010	30 Jan 2013	31 Oct 2014	Sunset	3.0	3.0.10	-	-
eXoPlatform AiO 1.6 (*)	30 Sep 2009	27 Feb 2012	30 Sep 2013	Sunset	1.6	1.6.11	-	-

(*) Although being identified by a minor digit, this version is considered to be a major release.

(**) These dates are minimal targets and shall be confirmed over time.

(***) These dates do not represent a commitment and shall be perceived as an estimate date.

eXo Official Add-ons

eXo Official Add-ons listed in Appendix 3 of the Master Subscription Agreement inherit from the lifecycle of their related eXo Platform latest Minor version compatibility. See [supported environments](#) for compatibility details.

For example, eXo-Chat 1.0.0 was released compatible with eXo Platform 4.1. It's considered being synchronized with the eXo Platform 4.x global lifecycle, and will comply with eXo Platform 4.1 support phases.