

SOFTWARE MAINTENANCE PROGRAM for eXo Platform

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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: <https://www.exoplatform.com/terms-conditions/terms-conditions.pdf>

Software lifecycle 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)** means the reference deliverable for this Version
- **A Cumulative Patch (CPn)** means 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 "CP" suffix 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.

In addition, and in order to encourage regular upgrades, Minor Versions are subject to progressive depreciation and are identified as follows:

- **Active Minor Version:** There is only one **Active Minor Version (X.Y)** within a Major Version cycle and it is usually the latest Minor Version to date. Only this one is likely to receive Maintenance Versions.
- **Previous Minor Version:** An **Active Minor Version** automatically becomes a **Previous Minor Version** when a New Minor Version is made available by eXo. A **Previous Minor Version (X.Y-1)** can only receive Cumulative Patches (CPs), one-off patches or workarounds.
- **Deprecated Minor Version:** A **Previous Minor Version** automatically becomes a **Deprecated Minor Version** when a new **Active Minor Version** is made available by eXo. A **Deprecated Minor Version** remains so until the end of the life of the Major Version concerned. A **Deprecated Minor Version** can only receive a limited number of patches in the form of Cumulative Patches (CPs) or workarounds.

A new Minor Version is usually made available by eXo every 6 to 8 months, and the Active Minor Version is likely to receive a new Maintenance Version every 5 to 7 weeks.

Backward compatibility

Compatibility between versions is defined by the following guidelines:

These terms are applicable for versions qualified with "GA" and "CP" only.

Major Versions of the Software may undergo major changes in terms of architecture and user experience and, as a result, will potentially retain only limited compatibility with previous Versions. The operations of upgrading the Major Version of the Software, and all associated impacts, are placed under the responsibility of the Customer. Without any commitment to results, eXo will still provide documentation and/or tools to guide the Customer in this operation. The Customer may be accompanied in this operation by eXo through assistance services not included in the Support Services or Maintenance Program, but available through eXo's Professional Services.

Minor Versions are deemed to be compatible with the previous Minor Versions and are provided with the tools and documentation to ensure their automatic upgrade. However, depending on the case, a manual update procedure may be

required, without requiring a structuring migration project. A Minor Version may include patches to the Software and as such be considered both Minor and Maintenance. In general, upgrading to an identified Minor Version presupposes the prior upgrade to all previous Minor Versions. In case of difficulties with the Minor Version upgrade operation, eXo will provide assistance to the Customer through the Support Services.

Maintenance versions are deemed compatible with the previous Maintenance Versions and are provided with the tools and documentation to ensure automatic upgrades. eXo makes significant qualification efforts to ensure that this upgrade is as transparent as possible for the Customer. However, depending on the case, a manual update procedure may be required, without requiring a structuring migration project. In general, upgrading to an identified Maintenance Version presupposes the prior upgrade to all previous Maintenance Versions. In case of difficulties with the Maintenance upgrade operation, eXo will provide assistance to the Customer through the Support Services.

The Software regularly offers new features and improvements, which may involve a change in ergonomics or the availability of an existing feature, sometimes going as far as abandoning it. Thus functional upward compatibility is never fully guaranteed. eXo provides regular visibility on these changes through the publication of its product roadmap, allowing the Customer to anticipate their impact on its deployment.

The table below precisely describes the type of evolutions that the Customer can expect from a new Version, depending on its nature:

Type of Version	New features	Improvements	Fixes (bugs, security)
Major GA (X.0.0)	Yes	Yes	Yes
Minor GA (X.Y.0)	Yes	Yes	Yes
Maintenance GA or CP (X.Y.Z)	No	Yes	Yes

Regardless of the type of Version, the backward compatibility of specific developments, programmatic settings or integrations with third-party software is never guaranteed under this Maintenance Program and is the sole responsibility of the Customer. It is then up to him to lead all the steps necessary for the upgrade and validation prior to any production launch.

Additional deliverables

Insofar as eXo does not commit to any deadline for the provision of fixes or improvements, and in the event of a request from the Customer, in particular to meet a calendar, business or technical requirement, and subject to eXo's unilateral agreement, eXo may provide one or more additional deliverables to the Customer in the following situation:

- There is no GA or CP Version correcting an Error that can be reproduced and fully qualified by eXo, highlighted by the Customer through a Signaling, AND
- The Error corresponding to the Signaling is confirmed by eXo as blocker for the Customer, with regard to the contractual service level agreement, AND
- The Software Version is eligible to receive emergency deliverables according to this Maintenance Program (see Software Maintenance Phases below) AND
- The customer has acquired an eligible Subscription Plan, OR
- Within the terms of complementary and specific agreements agreed between eXo and the Customer

Meeting these conditions allows the Customer to receive the following deliverables from eXo:

- **One or more one-off patches** to fix an identified Error. One-off patches are compatible only with an eligible Minor Version (eligibility is detailed in the "Maintenance Phases" section below), and are generally incorporated in the next Maintenance Version, if still relevant. In any case, it is strongly recommended that the Customer minimize the deployment of one-off patches as they are not automatically certified or guaranteed to work together.
- **One or more workaround patches or procedures**, that enable the Customer to restore an acceptable operating condition of the Software within a reasonable period of time. These workarounds can lead to degraded system operation, up to the temporary loss or deactivation of a feature. As these workarounds temporarily address a specific situation, they are generally not subject to inclusion in a future Maintenance Version.

Maintenance Phases of the Software

The Software is the subject of constant innovation in order to adapt it to the needs of Customers. As a result, Versions are subject to an obsolescence management cycle. The nature of the services and deliverables provided to the Customer under the Maintenance Program and Support Services are therefore likely to vary according to this evolution. This section aims to inform the Customer of the impacts on his operation of the Software, in order to anticipate the impacts in terms of internal operations.

Software Life Cycle and Remarkable Milestones

eXo provides Software Support and Maintenance Services for all "GA" Software Versions based on a predictable life cycle.

The initial release date of a "GA" Major Version of the Software marks the start of a new maintenance cycle. This milestone is identified as "Initial GA". From that date, and over a period of time at its sole discretion, eXo will regularly distribute sub-versions of this Major Version in the form of Minor Versions and Maintenance Versions, until the date identified by the "EOSL (End Of Service Life)" milestone communicated by eXo, and will provide Support Services in accordance with the "Support Phases and Related Deliverables" terms and conditions explained below.

As of the EOSL milestone, eXo will no longer provide support or maintenance services on this Major Version of the Software under the terms and conditions set forth in the current Master Subscription Agreement. Although this is strongly discouraged, the Customer may nevertheless continue to use the Software in this Version, provided that he has an active Subscription plan, he has no support or maintenance, which remains available for purchase in a specific mode and for an additional limited period to be contracted with eXo.

Support phases and Related Deliverables

In addition to the Initial GA and EOSL milestones that frame the life cycle of a Major Version of the Software, and with the objective of limiting obsolescence situations while promoting access to innovations, the Maintenance Program defines a degressive Support and Maintenance policy over time, according to a method governed by the Support Phases, four in number, in chronological order:

- Full Support
- Limited Support
- Extended Support
- Sunset

These Phases do not have predetermined durations, however **eXo is committed not to declare the switch to the limited support phase of a Major Version of the Software before a minimum period of two years calculated from the "Initial GA" milestone and notifies the Customer at least 6 months before the start of this phase.**

Phase 1: Full Support

During the Full Support phase of a Major Version, eXo provides the Support Services and Maintenance services eligible under the current Subscription Plan. In this context, the Customer may, depending on the case, benefit from the following deliverables:

- Minor Versions and/or Maintenance **GA** or **CP**,
- One-off patches, procedures and workaround patches,
- The **assistance** provided as part of the Support Services remains fully applicable at all times, regardless of the nature of the Minor Version used by the Customer and affected by a case.

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

Minor Version Type	Support Phase	Maintenance Versions (GA)	One-off patches	Cumulative (CP) and Workaround Patches
Active (X.Y)	Full	Yes	Yes	Yes
Previous (X.Y-1)	Full	No	Yes	Yes
Deprecated (X.Y-2, X.Y-3, ...)	Full	No	No	Yes

Phase 2: Limited Support

During the Limited Support phase of a Major Version, the Support Services and Maintenance services provided by eXo are limited. In this context, the Customer may, depending on the case, benefit from the following deliverables:

- **CP** Maintenance Versions,
- One-off and workaround patches,
- Support Services **assistance** is limited to Severity 1 & 2 cases.

The following table summarizes the impact on Support Services and Software maintenance in the Limited Support Phase, depending on the nature of the Minor Versions concerned:

Minor Version Type	Support Phase	Support assistance	Maintenance Versions (GA)	One-off patches	Cumulative (CP) and Workaround Patches
Active (X.Y)	Limited	Restricted to Severity 1 & 2 cases	No	No	Yes
Previous and Deprecated (X.Y-2, X.Y-3, ...)	Limited	Restricted to Severity 1 & 2 cases	No	No	No

Phase 3: Extended Support

During the Extended Support phase of a Major Version, the Support Services and Maintenance services provided by eXo are limited. In this context, the Customer may, depending on the case, benefit from the following deliverables:

- Workaround and one-off patches,
- Support Services **assistance** is limited to Severity 1 cases.

The following table summarizes the impact on Support Services and Software maintenance in the Extended Support phase, depending on the nature of the Minor Versions concerned:

Minor Version Type	Support Phase	Support assistance	Maintenance Versions (GA)	One-off patches	Cumulative (CP) and Workaround Patches
Active (X.Y)	Extended	Restricted to Severity 1 cases	No	No	Yes
Previous and Deprecated (X.Y-2, X.Y-3, ...)	Extended	Restricted to Severity 1 cases	No	No	No

Phase 4: Sunset

As from its declaration at the end of its life, a Major Version no longer receives any support or maintenance services.

General recommendations and notifications policy

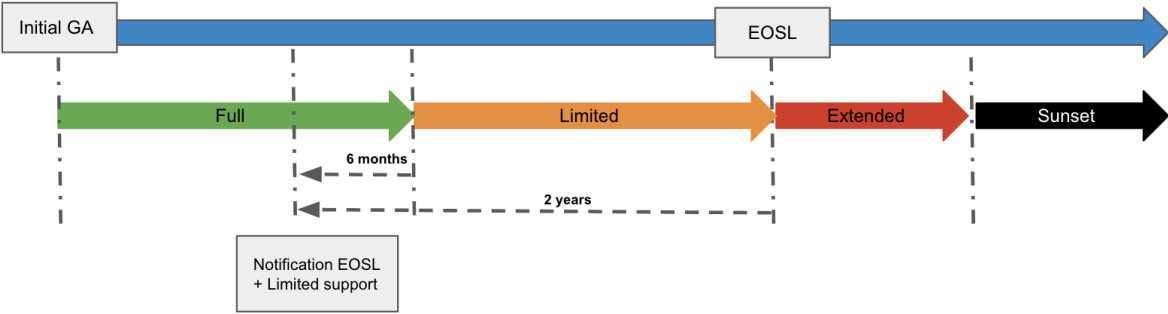
Important: eXo strongly encourages its customers to regularly upgrade their Software deployment(s) with the latest available GA Version. With this in mind, and within the terms of the Maintenance Program, eXo can assist its Customers in these operations through the Support Services.

In order to allow the Client to plan his operations:

- the EOSL milestone is communicated by eXo at least 2 years before it takes effect. Generally, and for information, the period between the "initial GA" and "EOSL" milestones is at least 4 years.
- The switch to the limited support phase is notified by eXo at least 6 months before it takes effect,
- At the Customer's request, eXo provides a provisional schedule for the availability of the next Minor Versions and Maintenance
- Security or performance advisories as soon as a solution is made available.

These notifications are provided by e-mail and/or through the usual communication channels in place.

Typical lifecycle of a Major Version



Current and Past Versions Life Cycles

This table describes the status of each Major Version of the Software. It is updated every quarter or each time a new Version is released:

eXo Platform

Major Version	Initial GA Date	Latest Version Date	EOSL Milestone	Current Support Phase	Active Minor Version	Latest Maintenance Version	Latest Previous minor Version	Next minor release date (***)
eXo Platform 5	2 Apr 2018	May 2020	Apr 2022 (***)	Full	5.3	5.3.3	5.2	N/A (***)
eXo Platform 4	30 Jun 2013	June 2018	30 Apr 2020	Sunset	4.4	4.4.5-CP01	4.3	-
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	-	-
eXo Platform AiO 1.6 (*)	30 Sep 2009	27 Feb 2012	30 Sep 2013	Sunset	1.6	1.6.11	-	-

(*) Although identified at its release by a Version Minor indicator, this version was exceptionally considered as starting a Major Cycle

(**) These dates are minimal and will need to be confirmed over time,

(***) These dates do not constitute a commitment and may be challenged by eXo at any time.

eXo Official Add-ons

The official eXo Add-ons listed at this address: <https://www.exoplatform.com/terms-conditions/exo-official-add-ons.pdf> inherit the terms and conditions of the Active Minor Version of eXo Platform with which they are compatible. This compatibility is visible at this address: <https://www.exoplatform.com/legal/supported-environments.pdf>

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, since the Add-on eXo Chat 1.0.0 was initially made available with the Minor version 4.1 of eXo Platform, it is considered synchronized with the eXo Platform 4 life cycle and benefits from the support and maintenance modality specific to eXo Platform Version 4.1.