

# The Progress Apama Product Lifecycle Policy

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## 1. Introduction

This Product Life Cycle Guide is designed to help communicate the product development and technical support resources available during a product's life span. This guide outlines the different product stages starting from the First Commercial Shipment (FCS) of the product to eventual product retirement. This information is intended to help you develop your product plans with the knowledge and understanding of our product life cycle. To assist you with migration and transition strategies, Progress offers a wide variety of education courses and consulting services. This document does not address future product plans. Please be advised that the information contained in this document is subject to change by PSC without notice. For further information, please contact your account manager or visit our Web site at [www.progress.com](http://www.progress.com).

## 2. Product Life Cycle Phases and Definitions

All currently shipping products are classified in various phases of the Product Life Cycle. The Product Life Cycle definitions include specific R&D efforts, technical support services, inventory policies, and certification policies. New operating environments that will be considered for certifications include: new platforms, operating systems, third-party databases, browsers, Web Servers, and/or JVMs. Our goal is to place each product in the appropriate phase of its life cycle so that you know the level of support provided for each product. There are some situations where the placement of products in the product life cycle differs from the general policy.

The three life cycle phases are explained below.

### 2.1. Active Phase

Active Phase products are fully supported and receive new features and enhancements. Progress recommends that customers begin all new projects with Active Phase products, and migrate existing applications to Active Phase products as soon as possible. If problems are found in an Active Phase product, Progress Technical Support will work with customers towards an appropriate resolution if their licenses are covered under Standard or Extended 24/7 Support. Active Phase products will be evaluated for certifications on new operating environments.

### 2.2. Superseded Phase (Also known as "functionally stable")

Superseded Phase products are fully supported but do not receive new features. If problems are found in Superseded Phase products, Progress Technical Support will work with customers towards an appropriate resolution where possible if their licenses are covered under Standard or Extended 24/7 Support. Superseded Phase products will be evaluated for certifications on new operating environments.

### 2.3. Retired Phase

Products placed in the Retired Phase are not available for sale except for the purchase of additional user counts for existing licenses. You should not continue to develop and deploy applications with Retired Phase products. Retired Phase products will not evaluate products for certifications on new operating environments. Progress suggests possible migration paths to similar products for Retired Phase products and platforms. Due to the advanced age of Retired Phase products, not all support services are available. With the knowledge and skills available, Progress Technical Support will provide commercially reasonable efforts to resolve customer issues and answer customer questions on Retired Phase products covered under Standard or Extended 24/7 Support. However, the knowledge and skills required to resolve issues on Retired Phase products is NOT guaranteed. Progress strongly recommends that customers migrate to fully-supported Progress products as soon as possible in order to maintain the highest level of support for their applications and systems.

### 2.4. Summary of Life Cycle Phase capabilities

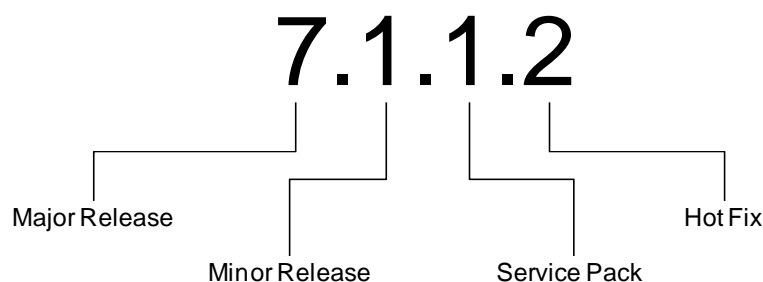
		Active	Superseded	Retired
Technical Support	Technical Support	Yes	Yes	Yes (best effort)
Engineering Support	Service Packs	Yes	No	No
	Hotfixes/Patches	Yes	Yes	No <sup>(1)</sup>
	New Features	Yes	No	No
	New Ports	Yes	No	No
	New Certifications	Yes	Yes	No
Customer Service Support	New Customers	Yes	Only with prior Product Management Approval	No
	Additional Licenses	Yes	Yes	Yes

(1) Occasionally additional maintenance contracts are made available to provide support for the potential delivery patches for specific components.

## 3. Product Versioning Scheme

The versioning scheme of Progress products reflects the extent of changes between product releases. By understanding the versioning scheme, customers can understand the level of effort required to migrate to new releases and make their development plans accordingly.

Example of versioning scheme for Progress Apama products:



### 3.1. Product Release Definitions and Replacement Policies

The following section outlines the release definitions and the replacement, inventory, order fulfilment and support policies for Progress product releases.

#### Major Release

A Major Release contains significant new product features and functionality, and is reflected by a change in the first digit of the version number. It introduces major new functionality and enhancements. It is delivered as a complete install and can require modifications to customer applications.

#### Minor Release

A Minor Release contains important new product features and functionality, and is reflected by a change in the second digit of the version number. It introduces new functionality and enhancements. It is delivered as a complete install and can require modifications to customer applications.

#### Service Pack

A Service Pack contains primarily bug fixes and minor enhancements and is reflected by a change in the third digit of the version number. This is delivered as an overlay installer that enhances a specific install from a previous Major or Minor release.

#### Hotfix

A Hotfix encapsulates a collection of Patches for a specific release to address a known number of issues and defects. Hotfixes are delivered as incremental (overlay) installs targeted at a specific Major, Minor or Service Pack release.

### 3.2. Apama Product Migration Policy

When each new release of any type is made available previous releases are affected.

Release Type	Actions on new releases of that type
New Major release	<ul style="list-style-type: none"><li>New Major release becomes <b>Active</b></li><li>Latest <u>Minor + Service Pack + Hotfix</u> of previous Major release becomes <b>Superseded</b> and will remain in that state for a further 12 months before becoming <b>Retired</b></li></ul>
New Minor release	<ul style="list-style-type: none"><li>New Minor release becomes <b>Active</b></li><li>Latest <u>Service Pack + Hotfix</u> of previous Minor release becomes <b>Superseded</b> and will remain in that state for a further 6 months before becoming <b>Retired</b></li></ul>
New Service Pack release	<ul style="list-style-type: none"><li>New Service Pack release becomes <b>Active</b></li><li>Previous Service Pack, at all Hotfix levels, becomes <b>Retired</b> immediately</li></ul>
New Hotfix release	<ul style="list-style-type: none"><li>New Hotfix release becomes <b>Active</b></li><li>Previous Hotfix level becomes <b>Retired</b> immediately</li></ul>