

Progress Lifetime Support Policy

In 2001, Progress Software adopted a Lifetime Support Policy to ensure that partners and customers received the highest quality product support possible. This policy provides you with the ability to control upgrade strategies while having access to Progress support regardless of lifecycle status, thus protecting your investment in Progress Software products.

Lifetime Support Policy Overview: The following table outlines the major maintenance and support features available at each lifecycle phase.

Maintenance and Support Features	LIFECYCLE PHASES		
	Active	Mature	Retired
New Features / Enhancements (targeted to the most current release)	•	-	-
Service Packs	•	•	-
Hot Fixes	•	•	-
New Ports	•	-	-
New Certifications	•	•	-
Technical Support	•	•	•

As this table indicates, as a product release progresses through the lifecycle phases, certain maintenance and support features are no longer available. The Lifetime Support Policy provides Progress customers assurance that they can contact Progress Technical Support for all products regardless of the lifecycle status. Even if a product release is retired, Progress will work with customers towards an appropriate resolution where possible. With the knowledge and skills available, Progress Technical Support will provide commercially reasonable efforts to resolve customer issues and answer customer questions. However, the knowledge and skills required to resolve issues on retired product releases is not guaranteed and Progress maintains the discretion to apply this policy to each release and end support if the underlying platform is retired. The Lifetime Support Policy does not entitle customers to any bug fixes. However, customers that are current on maintenance and support may access existing enhancement releases, service packs, hot fixes, and ports. For more information about Progress product lifecycle policies, please visit <http://web.progress.com/en/support/support-resources.html#ProductLifeCycle>

Complete List of Covered Releases: Effective July 1, 2010, the Progress Lifetime Support Policy will be updated to include all Progress products, including Progress® Apama®, Progress® Actional®, Progress® Sonic®, and Progress® Savvion™. For a complete list of the major product releases covered by the Lifetime Support Policy, please refer to the table below.

Product Lines	Major Version	Major Version Lifecycle Status
Progress® Actional®	8	Active
Progress® Apama®	4	Active
Progress® Artix®	5	Active
Progress® Artix® Data Services	9	Active
Progress® Artix® Data Services	7	Active
Progress® Artix® Data Services	3	Active
Progress® DataDirect Connect® for ADO.NET	3	Active
Progress® DataDirect Connect® for JDBC	4	Active
Progress® DataDirect Connect® for ODBC	6.1	Active
Progress® DataDirect XML Converters®	5	Active

Progress® DataDirect XQuery®	5	Active
Progress® DataDirect® OpenAccess™	6	Active
Progress® DataDirect® SequeLink®	6	Active
Progress® DataDirect® Shadow®	7	Active
Progress® DataDirect® Shadow® Studio	2	Active
Progress® DataXtend® CE (C++)	9	Active
Progress® DataXtend® CE (Java)	3	Active
Progress® DataXtend® RE	8	Active
Progress® DataXtend® Semantic Integrator	8	Active
Progress® ObjectStore®	7	Active
Progress® OpenEdge® Management	10	Active
Progress® OpenEdge® Replication	10	Active
Progress® OpenEdge® Studio	10	Active
Progress® OpenEdge®	10	Active
Progress® Orbacus™	4	Active
Progress® Orbacus™ Notify	2	Active
Progress® Orbix®	6	Active
Progress® Orbix®	3	Active
Progress® Savvion™	7	Active
Progress® Sonic® ESB	8	Active
Progress® Sonic® ESB	7	Active
Progress® SonicMQ®	8	Active
Progress® SonicMQ®	7	Active
Progress® Stylus Studio®	2010	Active
Progress® WebSpeed®	10	Active
Progress® DataDirect Connect® for ADO.NET	2	Mature
Progress® DataDirect Connect® for ODBC	6.0	Mature
Progress® DataDirect XML Converters®	4	Mature
Progress® DataDirect XQuery®	4	Mature
Progress® DataDirect® OpenAccess™	5	Mature
Progress® DataDirect® SequeLink®	5	Mature
Progress® DataDirect® Shadow®	6	Mature
Progress® DataXtend® RE	7	Mature
Progress® ObjectStore®	6	Mature
Progress® OpenEdge® Management	3	Mature
Progress® OpenEdge® Replication	3	Mature
Progress® OpenEdge® Studio	2	Mature
Progress® OpenEdge®	9	Mature
Progress® Savvion™	6	Mature
Progress® WebSpeed®	3	Mature
Persistence®	3	Retired
Persistence®	2	Retired

Persistence®	1	Retired
Persistence® EdgeXtend® (C#)	2	Retired
Persistence® EdgeXtend® (C++)	8	Retired
Persistence® PowerTier®	7	Retired
Persistence® PowerTier®	6	Retired
Progress® Actional®	7	Retired
Progress® Actional®	6	Retired
Progress® Actional®	5	Retired
Progress® Apama®	3	Retired
Progress® Apama®	2	Retired
Progress® Artix®	4	Retired
Progress® Artix®	3	Retired
Progress® Artix®	2	Retired
Progress® Artix®	1	Retired
Progress® DataDirect Connect® for JDBC	3	Retired
Progress® DataDirect Connect® for ODBC	5.x	Retired
Progress® DataDirect XML Converters®	3	Retired
Progress® DataDirect XQuery®	3	Retired
Progress® DataDirect® OpenAccess™	4	Retired
Progress® DataDirect® SequeLink®	4	Retired
Progress® DataDirect® Shadow®	5	Retired
Progress® DataXtend® CE (C++)	8	Retired
Progress® DataXtend® CE (Java)	2	Retired
Progress® DataXtend® CE (Java)	1	Retired
Progress® DataXtend® RE	6	Retired
Progress® ObjectStore®	5	Retired
Progress® OpenEdge® Management	2	Retired
Progress® OpenEdge® Replication	2	Retired
Progress® OpenEdge®	8	Retired
Progress® OpenEdge®	7	Retired
Progress® OpenEdge®	6	Retired
Progress® Orbix®	5	Retired
Progress® Orbix®	4	Retired
Progress® Orbix®	2	Retired
Progress® Savvion™	5	Retired
Progress® Savvion™	4	Retired
Progress® Savvion™	3	Retired
Progress® Sonic® ESB	6	Retired
Progress® Sonic® ESB	5	Retired
Progress® Sonic® ESB	4	Retired
Progress® SonicMQ®	6	Retired
Progress® SonicMQ®	5	Retired

Progress® SonicMQ®	4	Retired
Progress® Stylus Studio®	2009	Retired
Progress® Stylus Studio®	2008	Retired
Progress® Stylus Studio®	5	Retired
Progress® Stylus Studio®	4	Retired
Progress® Stylus Studio®	3	Retired
Progress® WebSpeed®	2	Retired