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This documentation describes the Product Life Cycle of the Axway products.

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1 Preamble

This document presents the Product Life Cycle of Axway products and details the rules managing the products’ introduction on the market throughout their withdrawal.

A product is a tightly integrated software entity that follows a discrete lifecycle. Each product has an independent lifecycle versus other products. A product is composed of several releases that are made available over time.

A release is a product delivery encompassing a coherent set of features including product documentation. A release is identified by a unique release number.

This new version 3.0 of the Axway PLC brings new rules and benefits for our customers especially in terms of visibility to allow a more anticipated choice regarding the product releases to be implemented and deployed on their environment.

Unless specified otherwise in the product documentation, the product life cycle described in this document applies to all product releases that were released after January 1st, 2019. For releases before December 31st, 2018, please refer to Axway Product Lifecycle 2.3.

2 Versionning

The versioning of each product following PLC 3.0 is based on 3 levels plus a Patch number.

Version. Update. SPnn Pnn

3 Definition of the Versioning levels
3.1 Version

A new Version indicates significant changes in architecture or in functionalities, or the introduction of a new business model. These changes can imply functional incompatibilities with previous releases and will require an upgrade from the previous release via a migration project.

3.2 Update

An Update introduces feature changes and defect fixes. An Update can also introduce compliance mandated changes such as new Operating System, new security rules or new software pre-requisites.

A new Update is always cumulative and therefore includes the last Service Pack and Patches of the previous Update.

A seamless upgrade path from the previous Update is guaranteed and the upgrade process to the new Update is Axway validated and documented. A seamless upgrade means that the upgrade can be done in a smooth, quick and verified way thus minimizing effort and risk of the changes impacting the environment.

Two types of Update are available for relevant Axway products:

- Regular Update
- Long Term Update

3.2.1 Regular Update

A Regular Update allows customers to get new features quicker. A new Regular Update always supersedes* the previous Regular Update on the same Version. This implies that Regular Updates must be applied and deployed by the customers following their frequency of availability.

* Supersede means that the most recent Regular Update in GA status replaces the previous Regular Update which is no longer available for Distribution. Service Packs for a Regular Update are only issued for the current Regular Update in GA status.

A new Regular Update released in General Availability, immediately supersedes the current Regular Update. A superseded Regular Update is Supported for Blocking/service down issues or critical Security vulnerabilities only - (see Section 4.4 Supported) for 6 months from the release date of the superseding Regular Update. At the end of this 6 months period, the status of that Regular Update becomes End of Support. Please note that non-Service Down issues/blocking issues will only be considered as candidates to be fixed in the next scheduled Service Pack for the current Regular Update or in the next available Update.

3.2.2 Long Term Update

As a deployment model, frequent release updates and upgrades may not be suitable for all customers, so Axway gives some Update releases a status of a Long Term Update.

The choice for an Update to be flagged as a Long Term Update is at the sole discretion of Axway and will be announced up to 12 months before General Availability.

A Long Term Update GA is supported for a minimum of 24 months after the next Long Term Update is released. At the end of this 24 months period, the status of the Long Term Update becomes automatically End of Support.
A new Long Term Update, when released in General Availability, supersedes* the current Long Term Update. A superseded Long Term Update is Supported for Blocking/service down issues or critical Security vulnerabilities only - (see Section 4.4 Supported) for 24 months from the release date of the superseding Long Term Update. At the end of this 24 months period, the status of that Long Term Update becomes End of Support. Please note that non-Service Down/blocking issues will only be considered as candidates to be fixed in the next scheduled Service Pack for the current Long Term Update or next available Update.

* Supersede means that the most recent Long Term Update in GA status replaces the previous Long Term Update which is no longer available for Distribution. Service Packs for a Long Term Update are only issued for the current Long Term Update in GA status.

![Example of a Product roadmap with Long Term Update every 2 years and 2 Regular Updates per year](image)

### 3.3 Service Pack (SP)

A Service Pack is built upon the last Regular Update or Long Term Update released and is cumulative i.e. it contains all new fixes and all previous fixes delivered as patches or Service Packs issued on the Update in question.

Being cumulative, a new SP delivery replaces the previous SP for the same Update release of a product.

A Service Pack is supported until the next Service Pack or the next Update is released - whichever is available first.

### 3.4 Patch (P)

A patch is a correction that fixes an issue with no workaround or a security vulnerability. It is proven to be not possible to wait for the next Service Pack or Update to correct the issue. A Patch is usually built and delivered for one customer only and is not widely distributed. Patches are included with the next available Service Pack or Update.

A Patch is supported until the next Service Pack or Update is released in which the patch is embedded.
4 Status of a product release

4.1 Technical Preview (TP)
Technical Preview is a status option for a new product or a new release that can be used by customers to provide feedback and test specific functionalities during the development process. The functionalities may not be 100% complete. There is no commitment that the functionalities in a TP will be integrated in a General Availability release. Technical Preview is not production ready and must never be used in a production environment. It does not follow the standard product versioning.

4.2 Restricted Availability (RA)
The Restricted Availability status represents the phase during which a release is distributed to a limited number of customers, selected by Axway, prior to the General Availability. An RA release is fully tested and can be deployed in production environment.

The RA status can only be assigned to a Regular Update. It will therefore only be supported until the next Update is available. This means an RA Regular Update release deployed in a customer environment must be replaced by the customer when the next GA release becomes available.

4.3 General Availability (GA)
General Availability is a status for a release which is available without restriction.

4.4 Supported
When a new Regular Update becomes available in GA, the status of the current Regular Update becomes “Supported”. When a new Long Term Update becomes available in GA, the status of the current Long Term Update becomes “Supported”.

During the Supported phase, the Update is no more available for distribution and only Patches can be delivered on this Update for correcting Blocking/service down issues* or critical Security vulnerabilities for which it is proven no workaround is available.

* Blocking/service down issues correspond to Level 1 Priority issues as defined in the Axway Support Policy and Procedures document. Patches for correcting Blocking issues or Security vulnerabilities are delivered when the issue or the vulnerability is detected in the Production environment or in the Pre-Production environment during the testing phase before going live.

At the end of the Supported phase, the Update status is automatically changed to End of Support without any specific announcement from Axway.

4.5 End of Support
End of Support is for an Update for which Support is no longer available and provided by Axway and represents the final status of any product Update.

The End of Support of an Update covers all its Service Pack and Patches.
4.6 End of Life

The End of Life applies to a Version and corresponds to the End of Support of all the remaining Updates - Long Term and Regular - of this Version.

The End of Life announcement is published 24 months before the effective End of Life date of the Version.

5 Nominal Lifetimes

5.1 Version

The minimal lifetime for a Version is 5 years. A maximum of 2 Versions of a given product can be available in General Availability at the same time.

The last Long Term Update of a Version remains Supported for 24 months after the first Update of the next Version is released.

5.2 Update

The lifetime for an Update (Long Term or Regular) is linked to the availability of the next Update release.

- A Long Term Update is in GA status until the next Long Term Update is released and then its status changes to “Supported” for 24 months. The lifetime of a Long Term Update is 3 years minimum - 1 year in GA status + 2 years in Supported status.

- A Regular Update is GA until the next Update - Regular or Long Term - is released in GA and then its status changes to “Supported” for 6 months.

6 Upgrade to a new release

The possible upgrade paths from one Update to another are defined in the diagram below. Possible upgrade means that the upgrade path has been fully validated and documented by Axway.

From a Regular Update in Supported status it is possible to upgrade to:

- The current Regular Update available in GA
- The current Long Term Update available in GA*  

* Only if the Long Term Update was released after the Regular Update release date

From a Long Term Update in GA status it is possible to upgrade to:

- The current Regular Update available in GA

From a Long Term Update in Supported status it is possible to upgrade to:
The current Long Term Update available in GA

Possible upgrade paths between Updates

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Notes:
1. The latest available Service Pack must be applied on the current Update before starting the upgrade process.
2. When upgrading a Long Term Update, the latest Service Pack available at the time the target Update was released must be applied.

7 Support Extension

The purchase of a Support Extension is possible and made available at Axway’s discretion, for a specific Update after the end of the Supported phase and during a limited period of time.

The purpose is to extend the support for a longer period past the official end of support phase for addressing specific needs such as completing the upgrade to the latest Update release for example.

During this extension period, the Update is in limited support mode meaning that Axway Global Support still assists with issues on this Update, but fixes - Service Packs and Patches - will always be provided on the latest available Update in General Availability.

Support Extension are payable in addition to the support and maintenance fee.

8 Feature deprecation

Deprecation corresponds to the announcement and warning that a feature, component, artifact or API will be removed or disabled from a release and will no longer be supported or maintained.

The effective removal of the feature, component, artifact or API is applied to the next available Long Term Update in General Availability.
Axway will provide an advance notice of a minimum of 9 months before removing a feature, component, artifact, or API and at the end of this deprecation period, will stop supporting the deprecated feature in the Long Term Update.

The life cycles of third party software embedded in Axway products are out of Axway's control. Support for such software components can be discontinued without advanced notice and Axway shall bear no liability for such discontinuation. Axway will use reasonable efforts to provide advance notice of any discontinuation of third party software support.