

Sunset Policy: Overview

This Sunset Policy is effective as of September 18, 2013 (“Effective Date”). Akkadian Labs Software typically releases software using the following version numbering methodology:

1. Major software versions are generally released once a year.
2. Maintenance software releases are made available several times during a given year.
3. Patch releases are made available on an as-needed basis to resolve any critical software defects.

Software releases are numbered in the form of V.M.X, where:

- V- Is a Major version which will contain new features, support for new platforms, support for additional features as part of new of integrations, (old integrations and platform support may be discontinued), fixes and language translations (specific localizations aka L10N implementations).
- M – Is a Minor Release which may contain fixes, support for new versions of integrations, language translations, and a limited number of new minor features.
- X – Is a Maintenance or Hot Fix release that is focused on an individual or set of fixes that are critical in nature. Hot fixes are typically followed with a Maintenance release that may bundle the individual fixes with other non-critical fixes. Typically Hot Fix releases are odd number releases, while Maintenance releases are even numbers. Hot Fixes are not posted to the Akkadian Labs web site. They are distributed as required as part of maintenance support.

Akkadian Labs reserves the right to determine the appropriate delivery method (“Resolution”) to resolve an issue. Resolution of any issue provided by Akkadian Labs will address issue(s) only with respect to the most current Major Release of Akkadian Labs Software and, in Akkadian Labs’ sole discretion, the most recent Maintenance Release previous sequential Major Release version.

Details

A product may or may not include a product version number. The term 'product version' in this document refers to both products with a version number and products without version numbers.

- End of Sales (EOS) – The final date on which a product will be available for sales. After this date new sales of the release will no longer be available. Expansion licenses may continue to be sold on a case by case basis as solely determined by Akkadian Labs.
- End of Development (EOD) – The final date on which Akkadian Labs will cease to provide code fixes and changes, customizations, or third party certifications for a product version. Critical Security fixes may continue to be made available as required and solely determined by Akkadian Labs.
- End of Life (EOL) – The final date on which Akkadian Labs will cease to provide the support for a product version. After this date, Akkadian Labs will no longer develop, repair, maintain, or test the product software.

Figure 1 - Typical EOL Lifecycle



EOL Announcements - Software

A Software Product release may reach EOL in two different ways: (a) each time a new Major Release becomes Generally Available (GA), the previous Major Release and its related releases are announced as EOS with associated EOL milestones. (b) Sometimes Akkadian Labs will discontinue a product completely with no successor releases available. In such cases, the Major Release and related releases will all be designated as EOS with associated EOL and EOL milestones.

EOL- Platform Integrations

Akkadian Labs Software may announce EOL for support of previously supported integration platforms. Typically the support policy covers the current three Major releases of that platform. For example, if the current major release of a platform is version 'V', we may choose to discontinue support for version 'V'-3.

Maintenance Lifecycle

The following table illustrates what falls under software maintenance during each phase of product lifecycle:

Table 1 - Maintenance Lifecycle

	Standard - In Maintenance	None - Out of Maintenance
<i>New Versions</i>	Yes	No
<i>New Features</i>	Yes	No
<i>Enhancement Requests</i>	Yes	No
<i>Customization Requests</i>	Yes ^R	No
<i>Issue Resolution</i>	Yes	No
<i>Critical Security Updates</i>	Yes	Yes ^P
<i>Support</i>	Yes	No
<i>Access to Documentation</i>	Yes	Yes
<i>Access to Maintenance Releases</i>	Yes	Yes ^P
<i>Access to Hot Fixes</i>	Yes	No

^R Customizations to existing software may be provided as a special project on current versions. Please contact your Akkadian Labs Software Sales representative for more information.

^P Maintenance Releases and security updates will be applicable in line with the sunset policy and are generally available. Customers will have the ability to apply such fixes against the Major Release (a) currently available under their maintenance agreement, or (b) available at the time when the Maintenance expired. Any language in a maintenance contract or other legally binding contract will supersede this policy.