Globalsoft End of Life Policy

Version 1.0 / 01 April 2023

Introduction

Products reach the end of their product lifecycle as changes occur in market demand, technology innovation, new product development, underlying technology availability or simply when a product ages and is replaced by a richer technology. Globalsoft and its distributors understand that End of Life (EoL) programs often encourage companies to review the way in which End of Life activities may affect their business systems and practices. To accommodate our customers' product planning strategies, Globalsoft has established this official End of Life policy to provide guidance for transitioning to an alternative offering if Globalsoft provides a replacement option. The End of Life policy applies to all Globalsoft Products entering End of Life on or after April 1, 2023. This policy does not apply to any Product that is already subject to an End of Life announcement.

End of Life Policy

1. Globalsoft will provide written notice of EoL Announcements on www.globalss.com and/or via email notifications to customers and partners of the Product(s) affected by the EoL Announcement. An EoL Announcement will typically include Product details, recommended successor Products if applicable, the last day when the affected Product can be ordered (EoS Date) by existing customers of the Product, as well as the date on which support for the Product ends (EoL Date).
2. After the EoS Date, affected Products will no longer be available for purchase by customers that do not already own a Product License.
3. The EoL Date is the last day Globalsoft customers will have access to Globalsoft Support (either Full Support or Limited Support) for the Product(s) cited in the EoL Announcement.
4. You will need to ensure that you have a current subscription, rental and/or fully paid licence and support fees for the affected Product to access Globalsoft Support after the EoS Date.
5. Globalsoft's Account Managers and support staff are available to assist with any questions and provide guidance on transition from EoL Products.

Support Details

The Globalsoft product support lifecycle follows a version-based approach (refer to Figure 1). When a Product enters the EoL Process, Globalsoft will continue to provide appropriate support services for all versions of the product until the EoL Date is reached.

Products are versioned as X.y.z, where:
X = **major** product release; significant change in functionality and incompatibilities with previous version,
y = **minor** update to the product; added functionality in a backward compatible manner,
z = **patch** or bug fix; comprised of backwards compatible bug fixes. A "z" release will not require any effort other than installing new software (this can include Tomcat or JBoss upgrades). No re-work of their solution is required.

- "X" is EOL 2 years after a higher "X" is released. Product is supported for those 2 years, but customer needs to be on most recent "z" version.
- "y" is EOL 2 years after a higher "y" is released. Product is supported for those 2 years, but customer needs to be on most recent "z" version.
- "z" is EOL immediately upon a higher "z" is released. Any support request requires the customer to install most recent "z" version.

Figure 1:

Support Timeline
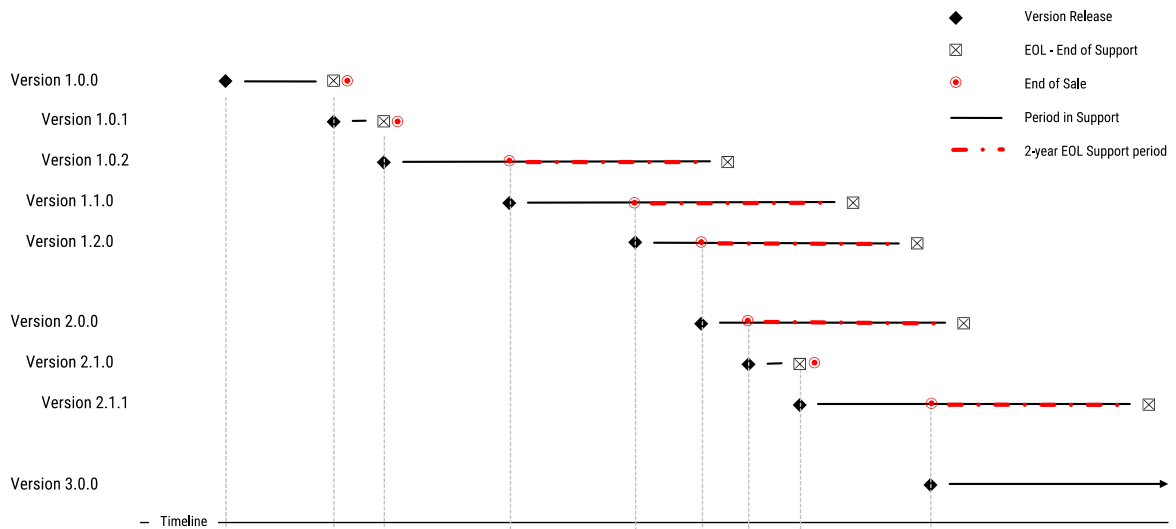
Policy Disclaimers

- Globalsoft obligation to provide the customer with Product support is contingent on the software, (1) being covered under a current subscription, rental and/or fully paid license and support fees; and (2) operating in a Globalsoft supported configuration as specified in the release notes.
- This policy applies to all Globalsoft Products unless specified in an End of Life Announcement.
- Globalsoft may change this policy in its sole discretion at any time and without notice.

Definitions

TERM	DEFINITION
Current Version	Latest available version of the Product(s).
End of Life Announcement	A formal notification period, which specifies the End of Sale Date, End of Life Date, and provides a time during which the customer can plan for last time purchases and support.
End of Life Date	The last day Globalsoft customers can expect to have Software Support (either Full Support or Limited Support) for the Product cited in the EoL Announcement.
End of Life Process	A process that guides the final business operations associated with the product life cycle. The End of Life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Once obsolete, the Product is not sold, improved, maintained, or supported.
End of Sale Date	The last date for **new** Globalsoft customers to place orders for the software product cited in the EoL Announcement. **For perpetual licenses**: Existing customers can continue to order the software until End of Life Date. **For term licenses**: Existing customers can continue to order the software if the term **does not** exceed the End of Service Life Date.
GA Date	General Availability Date for the Software Product(s).
Major Release	A complete issue of the product incorporating major new functionality and/or fault corrections. It is available from all Globalsoft Support Offices and is formally documented. Also referred to as a "X" release in the EoL process.
Minor Release	An update to a major release of the product incorporating minor new functionality and/or fault corrections, and is backward compatible. Also referred to as a "y" release in the EoL process.

Patch Release	A partial issue of the product, which is issued to correct an urgent priority 1 critical problem. It is sent only to the Supported Location reporting the problem, accompanied by brief documentation. Also referred to as a "z" release in the EoL process.
Product	An Globalsoft software product.
Product License	An agreement between Globalsoft and the Customer which governs the use of the Product(s).
Software Support	A service provided by Globalsoft for the corrective maintenance of its Product(s).
Support Office	An Globalsoft office location where resident product specialists are available to respond to customer requests for support
Supported Location	A customer site referenced in the Product License to which support is provided by Globalsoft Support Offices for those Product(s) listed in the Product License.
Version -1 or v-1	Version of a Product released immediately prior to the Current Version
Version -2 or v-2	Version of a Product released immediately prior to the Version -1.