

Progress Software **Product Life Cycle Guide**

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Introduction

The 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 plans. 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.

Product Life Cycle Phases and Definitions

While we use the term “product” in a general sense, we are actually referring to a combination of a particular product(s) and version(s) running on a particular hardware platform and/or operating system. For instance, Progress® ProVision™ Version 9.1 for Windows refers to a particular product on a particular platform and Progress Version 8.3 for HP-UX platforms refers to several products on HP-UX platforms.

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 four life cycle phases are:

Phase	New Features	New Certifications	Support ¹	Inventory
Active	Yes	Yes	Standard or Extended 24/7 Support	Yes
Functionally Stable	No	Yes	Standard or Extended 24/7 Support	Yes
Mature	No	No	Standard Support ²	Yes
Retired	No	No	Standard Support ²	No, except for purchase of additional user counts for existing licenses.

¹The availability of support only applies to major versions and specific products. Standard Support and Extended 24/7 Support are available for minor versions designated by Progress Software as “mature” or “retired,” if the associated major version is still in the active or functionally stable phases.

² Some benefits may not be available for products and versions designated by Progress Software as “mature” or “retired.” Additionally, availability of the knowledge and skills required to resolve issues on these products and versions *is not guaranteed*.

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.

Functionally Stable Phase

Functionally Stable Phase products are fully supported but do not receive new features. If problems are found in *Functionally Stable 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. *Functionally Stable Phase* products will be evaluated for certifications on new operating environments.

Mature Phase

Mature Phase products do not receive new features and support services are limited. You can continue to deploy existing applications built on *Mature Phase* products however, Progress strongly recommends that customers use newer versions to build next-generation products. *Mature Phase* products will NOT be evaluated for certifications on new operating environments.

Due to the advanced age of *Mature 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 *Mature Phase* products covered under Standard or Extended 24/7 Support. However, the knowledge and skills required to resolve issues on *Mature 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.

Retired Phase

Products placed in the *Retired Phase* are not available for sale except for the purchase of additional user counts for existing licenses, which do not require the delivery of media or documentation. 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. Since different versions of Progress products have varying system requirements, it is important to consider operating system and hardware requirements when evaluating your migration options.

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.

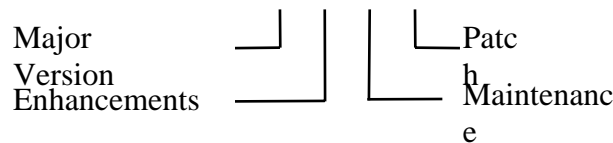
Product Versioning Scheme

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 products:

Progress Products:

9.1 C nn



Product Release Definitions and Replacement Policies

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

Major Version Release

A *Major Version Release* contains significant new product features and functionality, and is reflected by a change in the first digit of the version number (for example, Progress Version 8 to Progress Version 9). *Major Version Releases* are not replacement releases, meaning they do not replace inventory of prior major version releases. There is a significant effort involved in moving to a new *Major Version Release*.

Enhancement Release

An *Enhancement Release* contains product enhancements and bug fixes and is reflected by a change in the second digit of the version number. Since an *Enhancement Release* is a replacement release (refer to replacement release policy outlined in this section), the “replaced” release assumes “Mature” status and will remain in the Mature Phase for **9 months** following the first commercial shipment (FCS) of the *Enhancement Release*, after which time it is automatically discontinued and no longer available for sale. During this period, Progress Technical Support will be providing limited support for the earlier release.

Progress categorizes *Enhancement Releases* as upward compatible, and there should be a minimal effort in moving to an enhancement release. Existing applications can continue to run without the need to recompile, and existing databases should not need to be converted in order to continue deploying.

Maintenance Release

A *Maintenance Release* contains primarily bug fixes and is reflected by a change in the letter designation in the version number. For products in the Active Phase of the life cycle, such as Progress Version 9.1, maintenance releases may also include new features and functionality that would not affect product stability. Since a *Maintenance Release* is a replacement release (refer to replacement release policy outlined in this section), the “replaced” release assumes “Mature” status and will remain in the Mature Phase for **2 months** following the first commercial shipment (FCS) of the *Maintenance Release*, after which time it is automatically discontinued and no longer available for sale. During this period, Progress Technical Support will be providing limited support for the earlier release.

For example, Progress Version 9.1D for Windows will replace Progress Version 9.1C for Windows. This means:

- Once available, new orders are fulfilled by default with Progress Version 9.1D.
- Progress Version 9.1C for Windows will remain in our product inventory and available upon customer request for **2 months** following the first commercial shipment of Progress Version 9.1D for Windows. During this 2 month period, Progress Technical Support will provide limited support only for Version 9.1C products on Windows.

Progress categorizes *Maintenance Releases* as upward compatible, and there should be a minimal effort in moving to a maintenance release. Existing applications can continue to run without the need to recompile, and existing databases should not need to be converted in order to continue deploying.

Replacement Release Policy

A replacement release is either an Enhancement Release and/or Maintenance Release and replaces existing inventory by major version family. Progress categorizes replacement releases as upward compatible, and there should be a minimal effort in moving to a replacement release. Existing applications can continue to run without the need to recompile, and existing databases should not need to be converted in order to continue deploying. If a user were to find a software problem in a product that has been replaced by a newer version, he/she would be required to update to the newer version. Therefore, customers are encouraged to move to the replacement release as quickly as possible to obtain the maximum level of support available.

The following table summarizes the replacement, inventory, order fulfillment, and support policies for product releases.

	Major Version Release	Replacement Releases	
		Enhancement Release	Maintenance Release
Release Definition	Contains significant new product features	Contains product enhancements and bug fixes	Contains primarily bug fixes. For products in the Active phase it may also contain new features and functionality.
Replaces existing release (by major version family)	No	Yes	Yes
Inventory period for “replaced” release, after which time it automatically is discontinued.	N/A	9 months following FCS of Enhancement Release	2 months following FCS of Maintenance Release
Order Fulfillment	Customer must specify which Major Version Release they want	Once available, Enhancement Release becomes the default shipping release. Customers can request “replaced” release for a 9 month period	Once available, Maintenance Release becomes the default shipping release. Customers can request “replaced” release for a 2 month period
Support for “replaced” release which has assumed “Mature” status	N/A	Standard Support or Extended 24/7 Support ³	Standard Support or Extended 24/7 Support ³

³ Some benefits may not be available for products and versions designated by Progress Software as “mature” or “retired.” Additionally, availability of the knowledge and skills required to resolve issues on these products and versions is *not guaranteed*.