

## Tacera Software Product Lifecycle Dates and Milestones

The Tacera™ Software release product lifecycle establishes the policies and milestones for Tacera™ Software releases. These policies and milestones facilitate the Tacera™ Software release selection process for deploying technologies during the supported software product lifespan, and provide migration path options for a proactive and streamlined software upgrade before a release reaches end of software maintenance.

Releases covered by the Tacera™ Software release product lifecycle defined in this document include Releases 2.x, 3.x and 4.x. This document provides clarity for these release product lifecycles, but does not change any Austco standard end-of-life policies, located at <http://www.austco.com/policies/>

The Tacera™ Software Product Lifecycle policy does not apply to special releases or other engineering only (non-TAC) supported releases. These types of releases generally have a much shorter lifecycle for software maintenance support. Contact your Austco representative for more information regarding these types of releases, and refer to the Austco Product & Services support page on [Austco.com](http://www.austco.com) to obtain additional information specific to your hardware platform in the product section located at <http://www.austco.com/>

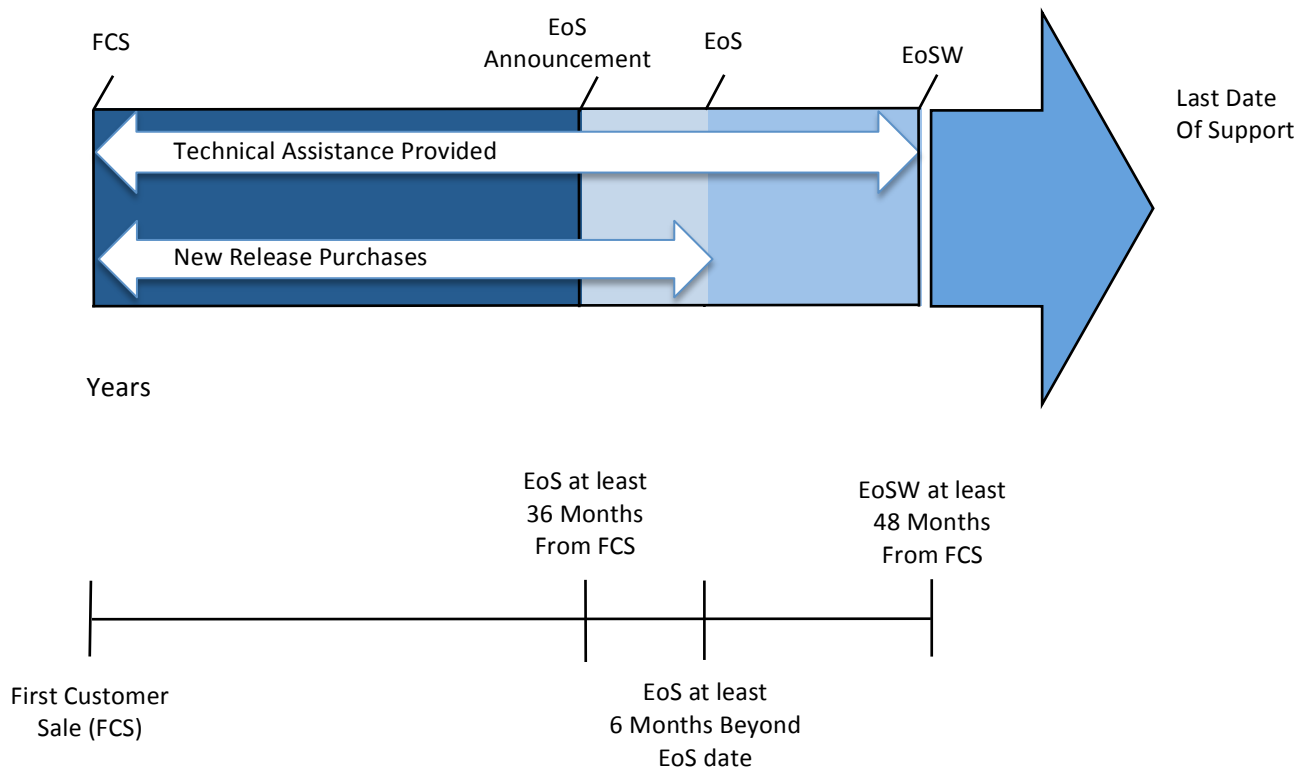
Hardware-specific Tacera™ Software maintenance policies and hardware end-of-sale announcements (including hardware platforms ending software support on a specific Tacera™ release) may affect respective release image availability. These policies, announcements, and dates take precedence over the milestones defined in this document. To obtain hardware end-of-sale and end-of-life announcements, located at <http://www.austco.com/product-end-of-sale-end-of-life-list/>

Figure 1 illustrates the key milestones in the Tacera™ Software Product Lifecycle, including First Customer Shipment, End of Sale Announcement, End of Sales, End of Software Maintenance, and Last Date of Support. Tacera™ Software releases receive software fixes and standard software maintenance support between First Customer Shipment and End of Software Maintenance milestone dates.

# Tacera™ Software Release Product Lifecycle Milestones

Figure 1. Tacera™ Software Product Lifecycle Milestones

## Release EoS and EoSW Phases



## Key Terms:

**First Customer Shipment (FCS):** The day the release is first available to customers on Austco.com

**End of Sale (EoS) Announcement:** Notification of the upcoming End of Sale date for the release. This milestone occurs *at least* six months prior to the actual End of Sale date.

**End of Sales (EoS):** The day the release is no longer orderable or included in manufacturing shipments of Austco hardware. End of Sales is *at least* 36 months from the First Customer Shipment date.

**End of Software Maintenance (EoSW):** This is the last date that Austco Engineering may release any final software maintenance releases or software fixes for the release. End of Software Maintenance is *at least* 1 year (12 months) beyond the End of Sale date, and is *at least* 4 years (48 months) from the First Customer Shipment (FCS) date. Support for a release beyond the End of Software Maintenance date is provided via successor supported releases and migration recommendations.

**Last Date of Support:** The last date to receive Austco TAC service and support for the release. After this date, all support services for the release are unavailable, and the product becomes obsolete. Software bugfix support for a release beyond End of Software Maintenance (EoSW) until the last date of support is provided via successor supported releases and migration recommendations.

**Technical Assistance Center (TAC):** Austco Technical Support Center

For further information contact your local Austco office or [support@ austco.com](mailto:support@ austco.com)