



Imanami

Support Lifecycle Policy

Published By Imanami Corporation
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Imanami Support Lifecycle Policy

While Imanami strives to produce the best quality software, it is virtually impossible to test against all scenarios and software environments. Occasionally, we may have an issue arise which may impact product performance or functionality. Customers should address these situations through the technical support department described in the Imanami Client Services document.

Imanami Sales will help you choose the right technical support program that fit your needs with options including 24/7, Online, and Email Support.

The goal of Imanami Support Programs (Bronze, Gold, and Platinum) is to provide our customers with the tools and knowledge needed to identify any technical issue they have experienced. Once identified, Imanami's Technical Support team will be able to recommend the next steps required to resolve the issue, which may include an update to the latest hotfix or service release of our product. It may even include migrations of past product, as well. In some situations, we may determine that an escalation is required in order to further isolate the issue and potentially resolve it with a private hotfix. Your technical support representative will tell you the appropriate steps to take in order to resolve the technical product issues.

For the purpose of this policy, the following support definitions apply:

Support

- General troubleshooting of an issue to isolate potential causes
- Issue resolution through existing hotfixes or known workarounds

Maintenance

- Resolving an issue through product code modification
- Typically delivered via hotfixes or service releases

Product Lifecycle Phases

The explanation of the phases of the Imanami GroupID product lifecycle is intended to help you plan and prepare for your maintenance and support needs.

Imanami products progress through three lifecycle phases:

- Mainstream Maintenance Phase** begins on the General Availability (GA) date of a release and transitions to the next phase, which is the End of Extended Support (EOES) date.
- Extended Support Phase** begins at the End of Sale (EOS) date and transitions to the next phase, which is the End of Maintenance (EOM) date.
- End of Life Phase** begins at the End of Maintenance (EOM) date and continues for six months. This phase provides access to knowledge base articles only. Support ends at the beginning of this phase.

When we initiate a product or release through these lifecycle phases an update of this change is posted on our web site within the Product Matrix Table. The table is updated to include the specific dates for End of Sales (EOS), End of Extended Support (EOES), End of Maintenance (EOM) and End of Life (EOL). For definitions of the various lifecycle stages, please refer to the [Lifecycle Definitions](#) section.

Maintenance and Support during each phase

Mainstream Maintenance Phase (MMP)

Upon General Availability (GA), products are fully supported and maintained until the End of Maintenance (EOM) date. Imanami will provide code-level maintenance in the form of minor versions, hotfixes, or service releases when Imanami determines they are required to resolve issues with the product. The code-level maintenance is based on the level of support purchased and severity of the issue reported. At the end of the Extended Support Phase all code-level maintenance will be discontinued. Imanami customers may be required to upgrade to a Service Release to receive continued maintenance or support. Technical support is offered through various avenues as specified in the Client Services Guide.

Extended Support Phase (ESP)

After a product release reaches the End of Sale (EOS) date, it is considered to be in the Extended Support Phase. During this phase, technical support continues as before until the product reaches its End of Maintenance (EOM) date, but code-level maintenance will be limited to Severity 1 issues for the first 3 months after a new product is released. The reported issues will be corrected through a hotfix compatible with the current maintenance baseline. This maintenance baseline is dictated by the current Service Release to date. Platinum maintenance customers may receive an additional 3 months of code-level maintenance for Severity 1 issues during this phase.

The decision to enter a particular product into the Extended Support Phase is intended to balance the need for orderly customer transitions with the desire to provide customers with the most current functionally superior and stable solutions available through new products or newer versions of existing products. The lifecycle for Imanami products is influenced by our customer's desire for new capabilities and constantly evolving technologies, including enhancements to existing products as well as migrations to newer platforms.

End of Life Phase (EOL)

Once a product release reaches its EOL date, customers may continue to use the product within the terms of their product licensing agreement but the available support options will be extremely limited. While there may be historical information in the Knowledge Base or other online resources, it will no longer be updated. The customer will be using the product within the terms of the product license as-is.

Summary Table

Support Option	Mainstream Maintenance	Extended** Support	End of Life
Non-critical hotfix maintenance (bug fixes)	✓		
Critical hotfix maintenance (bug fixes)	✓	✓*	
Feature enhancements	✓		
New hardware support	✓		
Product specific information that is available in the documentation, knowledge base, and community web sites	✓	✓	✓

* *It is supported for a limited time period of 3 months after a GA is released, unless otherwise specified.*

** *We only support products that are one build behind the GA release.*

Imanami's Product Lifecycle policy is intended exclusively for the benefit of existing Imanami valid maintenance customers with respect to the modules they have already purchased. It is not intended to apply to other products or to any other third parties. Imanami reserves the right to make changes to its Product Lifecycle Policy at its sole discretion from time to time as business needs require. Our policy statement is posted at www.imanami.com/support and it will be updated to reflect any changes upon its effective date.

Lifecycle Definitions

General Availability (GA)

The date that signifies when a new product release may be ordered and fulfilled in all applicable languages, discount programs, delivery methods, and worldwide geographies. Imanami does not publish fixed dates of delivery for a GA release. However, we do have an Early Adopters program for valid maintenance customers that are interested in a preview of the next release.

With the GA of a new release, some applicable offerings of the previous release will be phased out:

- Evaluations and Not for Resale offerings based on the previous product release will be immediately replaced by offerings based on the new release.
- Downloads of the product release will remain available until the End of Maintenance (EOM) date.
- No new code fixes will be generated, except under extreme circumstances and at Imanami's discretion for a limited time.
- Enhancement request will not be accepted.

End of Sales (EOS)

This date signifies when the software will no longer be available for purchase.

End of Extended Support (EOES)

This date signifies when the software will no longer receive code-level hotfixes or service releases, which is normally 3 months after the GA release.

End of Maintenance (EOM)

The date that signifies when a specific product release will no longer receive support related maintenance. Support related maintenance is usually in the form of providing workarounds to solve a reported issue. Imanami customers will be required to upgrade to the current GA release to receive continued support and maintenance.

There will be a minimum of 12 month notice for an EOM date posted on our web site under the Product Matrix Table; however, Imanami reserves the right to change the timeframe in its sole discretion based on business needs or technical risk for customers.

End of Life (EOL)

The date that signifies when technical support and product downloads will no longer be available. Customers that report issues during this stage will be asked to upgrade/migrate to the current GA release to receive continued support and maintenance. The EOL date will be a minimum of six months from the EOM date; however, Imanami reserves the right to change the timeframe at its sole discretion based on business needs or technical risk for customers.

Product Matrix Table

Product Name	Version	EOS	EOES	EOM	EOL
GroupID	7.0	TBA	TBA	TBA	TBA
GroupID	6.0	April 1, 2014	July 1, 2014	April 1, 2015	October 1, 2015
GroupID	5.5	May 3, 2011	August 3, 2011	May 3, 2012	November 3, 2012
GroupID	5.0	July 12, 2010	October 12, 2010	July 12, 2011	January 12, 2012
SmartDL	4.0	July 8, 2009	October 8, 2009	July 8, 2010	January 8, 2011
WebDir	4.0	July 8, 2009	October 8, 2009	July 8, 2010	January 8, 2011
DTM	3.0	July 8, 2009	October 8, 2009	July 8, 2010	January 8, 2011
SmartR	2.0	July 8, 2009	October 8, 2009	July 8, 2010	January 8, 2011

Lifecycle Stages

EOS (<i>End of Sales</i>):	This occurs when GA is released
EOES (<i>End of Extended Support</i>):	This occurs 3 months after GA is released, which is dependent on the level of maintenance purchased
EOM (<i>End of Maintenance</i>):	This occurs 12 months after GA is released
EOL (<i>End of Life</i>):	This occurs 6 months after EOM