



AppServer Product Support Schedule March 2010

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AppServer Support Schedule

	2009	2010	2011	2012	2013	2014	2015
AppServer 6.6		Critical Maintenance		Extended Support			
AppServer 6.7		Critical Maintenance		Extended Support			

Micro Focus Product Lifecycle Definitions

- Critical Maintenance
 - Support is limited to specific deployment configurations that are agreed in advance
 - Eligible for showstopper fixes (severity 1) only
 - Platform support - for components of a platform (e.g. Operating System, Compiler or JDK) that are no longer supported by its vendor, Micro Focus will provide patches to work around issues, but will not be able to initiate fixes to the components nor will it be able to access expertise from those vendors to assist in diagnosing problems
- Extended Support
 - No further updates/fixes
 - Advice and avoidance support only
 - No new sales. No additional sales to existing customers without special dispensation.
 - **Requires product management / engineering approval for sale of extended support contract**

Notes:

1. Platform support - for components of a platform (e.g. Operating System, Compiler or JDK) that are no longer supported by its vendor, Micro Focus will provide patches to work around issues, but will not be able to initiate fixes to the components nor will it be able to access expertise from those vendors to assist in diagnosing problems.
2. For detailed platform support information, go to <http://support.microfocus.com/supportresources/borPlatformInfo.aspx>.
3. The terminology and T&Cs are pending formal approval and publication by Micro Focus.