Support Notification Request

Subject: Product Support Lifecycle – Notice of Policy Update

Description:

November 1, 2019

Micro Focus is pleased to announce an update to its Product Support Lifecycle policy. The Product Support Lifecycle policy defines the level of support Micro Focus provides for a product throughout its lifecycle.

This policy change affects products in the SoftwareGrp Application and Delivery Management, Information Management and Governance, Security and Vertica product areas. IT Operations Management products are excluded from this announcement. Application Modernization and Connectivity products already follow this policy.

What is changing?

The primary change is continued access to technical support for customers on an active Support agreement. As a consequence, the Self-Help period is being removed, and there will no longer be an end-date for the Extended Support period.

Security products will transition from a version-based model to a time-based model. This provides more predictability and consistency for our customers as they plan product version updates.

When a product releases, Micro Focus will now communicate the time period the entire major product stream will remain in Committed Support. Additional support detail will be provided for minor versions as they release. Suites will continue to publish consistent support dates per Suite release.

See the detailed policy **here**, and product-specific dates and details **here**.

Why are we making this change?

Due to various mergers and acquisitions, Micro Focus has been supporting its products under three different policies. We have reviewed these policies, and have adopted the policy that provides the best support to our customers. We believe this policy will help you bridge the gap between existing and emerging technologies, and will provide you more value from your investment with Micro Focus.

Here is a summary of our new policy:

Available with an active Support agreement	Committed	Extended
Access to **Software Updates** (Major, Minor, Service Packs, Suite releases and existing Patches and Hotfixes)	Yes	Yes
Technical Support	Yes	Yes ǂ
Self-Help Resources (knowledge base, forums, documentation & more)	Yes	Yes

Defect Support (new Patches and Hotfixes)	Yes	Requires [Extended Support Plus](#) if available*
Critical Security Updates	Yes	Requires [Extended Support Plus](#) if available*
Enhancement Requests	Yes	No

‡ *Some countries may require an additional fee for technical support for SoftwareGrp products in the Extended Support period for longer than 2 years.*

* *Extended Support Plus requires an additional fee to Support, and is only available for select products at the discretion of the engineering group. It provides customers with critical hotfixes and security updates for a product version beyond the published Committed Support period. Learn more **here**.*

Will there be any changes in the future?

Watch for a new look and feel to our Product Support Lifecycle table in the upcoming months.

Where can I learn more?

- View the details of our new **Product Support Lifecycle policy**.
- View our **Product Support Lifecycle table** to see specific details and dates for your product.
- View our **Frequently Asked Questions**.
- Reach out to your Micro Focus representative. You can use chat functionality in My Support portal as well as inbound telephone numbers here.

In Summary

We hope you agree these changes strengthen our ongoing effort to be your software vendor of choice, and we look forward to continuing to provide you with software that helps you innovate faster, with less risk, on your path to digital transformation.

Micro Focus