

Progress OpenEdge Life Cycle Policy Guide

July 2016

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1. Introduction

Progress Software’s OpenEdge Product Life Cycle consists of a series of milestones and activities that determine the different stages of commercial products starting from their first General Availability (GA) to the eventual product retirement.

The primary objective of the Product Life Cycle policies is to help communicate the different stages of our commercial products. The information is intended to help customers develop their product plans. With the knowledge and understanding of Progress Software’s OpenEdge Product Life Cycle, customers can effectively plan the upgrade or migration strategies of their OpenEdge applications.

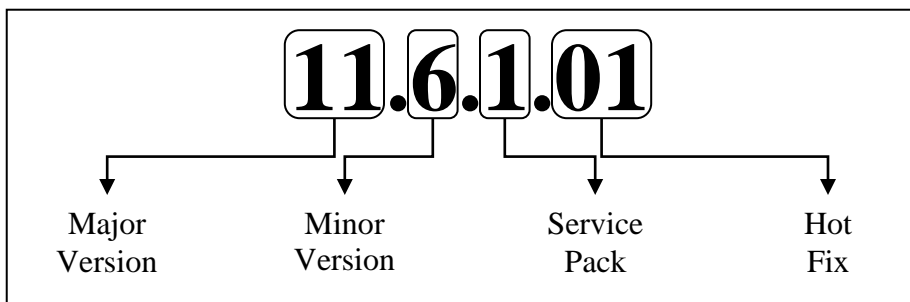
Product Life Cycle classifies Progress Software’s commercial products in three life cycle phases: Active, Mature and Retired. The following sections detail the requirements for the Progress Software’s Product Life Cycle. The definitions of each life cycle phase includes information about the availability of new features or enhancements, inventory policies, certification of new platforms or operating systems, availability of Service Packs and Hot Fixes.

In addition the Product Life Cycle includes information about standard Replacement policies, that is, policies that trigger the change of life cycle phase, for example: from Active to Mature, or from Mature to Retired.

2. Product Versioning

The versioning scheme of OpenEdge reflects the extent of changes between product releases. By understanding the versioning scheme, you can understand the level of effort required to migrate or upgrade to new releases and make your development plans accordingly.

Example of the OpenEdge versioning scheme highlighting the Release Types:



A “**version family**” refers to a constant Major and Minor version combination. For example, the OpenEdge 11.6 version family includes 11.6.0, 11.6.1, 11.6.2, etc.

The [OpenEdge® Platform & Product Availability Guide](#) reflects the current commercial release version for Progress Software’s OpenEdge products.

3. Product Release Types

Major Release

A Major Release contains significant new product features and functionality, along with bug fixes, and is identified by a change in the first digit of the version number (e.g. OpenEdge **11.minor.service_pack.hot_fix** -> **12.0**). It may contain new products and orderable items. It is available as a complete install to any customer with a current Maintenance agreement, and may require modifications to your applications (e.g. recompile, e.g. new or modified code to take advantage of new features) or systems (e.g. changes to supported platforms).

Enhancement Release

An Enhancement Release contains important new product features/enhancements along with bug fixes, and is identified by a change in the second digit of the version number (e.g. OpenEdge **11.5** -> **11.6**). It is available as a complete install to any customer with a current Maintenance agreement, and may require modifications to your applications (e.g. recompile, e.g. new or modified code to take advantage of new features) or systems (e.g. changes to supported platforms).

Service Pack

A Service Pack provides bug fixes to either a Major or Minor release in a safe, low impact format, and is identified by a change in the third digit of the version number (e.g. OpenEdge **11.6.0** -> **11.6.1**). Note that when a Major or Minor release takes place, the Service Pack version is set to zero (0) to indicate that there are no Service Packs at that time.

Occasionally new product features may also be provided in a Service Pack. A Service Pack also contains any/all Hot Fixes that were issued subsequent to the previous Service Pack, or to the initial Major or Minor release if there is no previous Service Pack. Service Packs do not require a complete install or migration effort, and are available to any customer with a current Maintenance agreement.

Hot Fix

A Hot Fix is a delivery mechanism for corrections of critical product issues or defects outside of and more frequently than the Service Pack process, and is identified by a change in the fourth digit of the version number (e.g. OpenEdge **11.6.0.11** -> **11.6.0.12**). Note that when a Major, Minor or Service Pack release takes place, the Hot Fix version is set to zero (0) to indicate that there are no Hot Fixes at that time.

Hot Fixes are at the discretion of Progress, and are typically done when there is a significant problem (system down, loss of data) that needs correction immediately for a specific customer or customers. Each Hot Fix must not introduce any incompatibilities, and does not supply any feature enhancements (capability that was not previously present in the product). Hot Fixes do not require a complete install or migration effort, and are available to any customer with a current Maintenance agreement. All Hot Fixes are included in the next Service Pack (if any) that is issued, or Major or Minor release if there is no subsequent Service Pack.

4. Product Life Cycle

The OpenEdge product life cycle is the management framework to govern product offerings as they move through their succession of stages or phases from first commercial availability through retirement. The information about the different life cycle phases is intended to help you develop your product plans with the knowledge and understanding of our product life cycle.

At any given time, each OpenEdge release up to the Service Pack level (e.g. OpenEdge version major.minor.service_pack) is classified in one of three phases, and over time each release moves sequentially through the phases. Hot Fix releases only have an Active and Retired phase as described below. Each life cycle phase has certain characteristics as follows.

Active Phase

A version of OpenEdge enters the Active life cycle phase when it is released and becomes Generally Available (GA). Active Phase products are fully supported, and will be evaluated by Progress for ports to new hardware platforms and for certifications on new operating environments. New features/enhancements are supplied in a subsequent Major or Minor release.

Progress recommends that customers begin all new projects with Active Phase products, and migrate or upgrade their existing applications or environments to Active Phase products as soon as possible. If problems are found using an Active Phase product, Progress will work with customers towards an appropriate resolution if their licenses are covered under Maintenance.

A product version remains in the Active phase as follows:

- For a Major release, until the next Major release, Minor release or Service Pack, when it immediately moves to the Mature life cycle phase.
- For a Minor release, until the next Major release, Minor release or Service Pack when it immediately moves to the Mature life cycle phase.
- For a Service Pack, until the next Service Pack in the same release family when it immediately moves to the Retired life cycle phase, or when the release family moves to the Retired life cycle phase.
- For a Hot Fix, until the next Service Pack in the version family when it immediately moves to the Retired life cycle phase. When the last release in a version family takes place, it is possible that there will be subsequent Hot Fixes to that version family. These Hot Fixes (one or more) remain Active until such time as the last release in the version family is Retired.

A Currently Active...	Next OpenEdge Release Event			
	Major Release	Minor Release	Service Pack	Hot Fix
Major release moves to -->	Mature	Mature	Mature	n/a
Minor release moves to -->	Mature	Mature	Mature	n/a
Service Pack moves to -->	Mature	Mature	Retired ¹	n/a
Hot Fix moves to -->	n/a ²	n/a ²	Retired	n/a ²

Example 1: OpenEdge 11.0.0, a Major release, becomes Mature when 11.1.0 (next Minor release) or 11.0.1 (first Service Pack) becomes Active.

Example 2: OpenEdge 11.5.0, a Minor release, becomes Mature when 12.0.0 (next Major release), 11.6.0 (next Minor release) or 11.5.1 (next Service Pack) becomes Active.

Example 3: OpenEdge 11.6.1, a Service Pack release, becomes Mature when 12.0.0 (next Major release), 11.7.0 (next Minor release) or 11.6.2 (next Service Pack) becomes Active.

Example 4: OpenEdge 11.5.1.13, a Hot Fix release, remains Active when 11.5.1.14 is released. It becomes Retired when 12.0.0 (next Major release), 11.6.0 (next Minor release) or 11.5.2 (next Service Pack) becomes Active.

Mature Phase

A version of OpenEdge enters the Mature life cycle status when the subsequent release becomes Generally Available (GA). Mature Phase products are fully supported, and will be evaluated by Progress for certifications on new operating environments but not for ports to new hardware systems. New features/enhancements are supplied in a subsequent Major release or Minor release.

Progress recommends that customers plan to upgrade from Mature phase products using the life cycle policies as a guideline. If problems are found using products in the Mature Phase, Progress will work with customers towards an appropriate resolution where possible if their licenses are covered under Maintenance. This includes the possibility of a Service Pack or a Hot Fix at the discretion of Progress.

A product version remains in the Mature phase as follows:

- For a Major release, for a minimum of four years from the time of General Availability (GA) at which time it is a candidate to move to the Retired life cycle phase at the discretion of Progress.
- For a Minor release:
 - a) Any Minor release with the exception of the last Minor release in a version family: For a minimum of three years from the original General Availability (GA) at which

¹ A Service Pack release in a version family automatically moves the previous Service Pack in that product family, if any, to the Retired phase. The last Service Pack release in a version family changes to the Retired Phase when the version family moves to the Retired phase.

² Hot Fixes issued after the last release in a version family remain Active until the version family moves to the Retired life cycle phase.

time it is a candidate to move to the Retired life cycle phase at the discretion of Progress.

- b) The last Minor release in a version family: For a minimum of three years from the original General Availability (GA) at which time it is a candidate to move to the Retired life cycle phase at the discretion of Progress. Progress provides at least 30 days (and historically much longer) advanced notice when the last Minor release in a version family moves to the Retired phase.
- For a Service Pack, until release of the next Major release, Minor release or Service Pack.
 - For a Hot Fix, until release of the next Major release, Minor release or Service Pack (in the same version family). Note that additional Hot Fixes in the same version family do not cause previous Hot Fixes in that same version family to move to the Retired phase. For example, when OpenEdge 11.6.0.7 Hot Fix is released, 11.6.0.1, 11.6.0.2, ... 11.6.0.6 remain in the Active phase. All of the Hot Fixes in this example move to the Retired phase when OpenEdge 11.6.1 (new 11.6 Service Pack), 11.7 (new 11 Minor version) or 12.0 (new Major version) is released.

Retired Phase

Products placed in the Retired Phase are not available for sale except for the purchase of additional user counts for existing licenses. Retired Phase products will not be evaluated for certifications on new operating environments. Although Service Packs and Hot Fixes are not provided for Retired products, Progress will provide commercially reasonable efforts to resolve customer issues and answer customer questions on Retired Phase products covered under Maintenance. However, the knowledge and skills required to resolve issues on Retired Phase products is NOT guaranteed. Progress strongly recommends that customers migrate or upgrade to fully-supported OpenEdge as soon as possible in order to maintain the highest level of support for their applications and systems.

Progress recommends that customers plan to upgrade from Retired phase products using the life cycle policies as a guideline. If problems are found using products in the Retired Phase, Progress will work with customers towards an appropriate resolution where possible if their licenses are covered under Maintenance. This includes the possibility of a Service Pack or a Hot Fix at the discretion of Progress and **for a fee** (based on an assessment of the effort required by Progress), **only for the first year of the Retired phase**. Starting in year 2 of the Retired phase, Progress will not entertain requests for Service Packs or Hot Fixes.

Summary of Attributes Available for Each Life Cycle Phase

ATTRIBUTES	LIFE CYCLE PHASES		
	Active	Mature	Retired ³
Default shipping version	•	-	-
New Feature / Enhancement	•	-	-
Service Pack	•	•	-
Hot Fix	•	•	- ⁴
Port to new platform	•	-	-
New Operating System version certification	•	- ⁴	- ⁴
Sales to new Direct Customers	•	-	-
Sales to ISVs for new Customers	•	•	-
License increases	•	•	-
Technical Support ⁵	•	•	•

For further information, please contact your account manager or visit our Web site at www.progress.com. For information about Progress Support Services please refer to <http://web.progress.com/support/>.

³ Progress Software provides support for Retired versions for as long as a Maintenance agreement is active.

⁴ A Hot Fix or the certification of a new version of an Operating System for a Retired version may be accepted by Progress for an additional fee.

⁵ Requires an active Maintenance agreement.

5. What Life Cycle Phase Is Each Version Of OpenEdge In?

An individual version of OpenEdge moves through the Active, Mature and Retired life cycle phases over time based on policies described earlier in this document.

To learn what phase a specific version of OpenEdge currently is in and also to see what the target date is for moving to the Retired phase, please visit the [OpenEdge Product Availability Guides and Lifecycle Guide](#) page on Progress Communities.