HYCU

Software End of Life (EOL) policy

Table of Contents

Software End of Life (EOL) policy

HYCU is committed to providing quality, supportable solutions to our customers. Rapidly changing on-premises and cloud technologies drive the need to introduce new versions that keep up with the latest changes in the ecosystem. To make sure we are able to keep providing the upgrades to customers and to keep supportability up, HYCU makes the upgrade process simple and retires older versions of the solution.

To enable customers to keep their systems current, we provide an End of Life (EOL) Policy to help our customers and partners understand our product release and support cycles. This EOL Policy only pertains to customers with an active and valid software support or subscription contract ("Support").

This policy describes customer-installed software and does not cover cloud services, which are updated and maintained as needed by HYCU. Where applicable, HYCU will ensure that cloud services are compatible with the maintained software versions.

Policy Definitions

- **Software** means any HYCU software licensed to customers for commercial purposes.
- **Software versions** are designated, at HYCU's sole discretion, using the format "X.Y.Z-n".
- **Major Release**. The number in the "X" position in the Software version number identifies a HYCU Software release as a Major Release. A new Major Release has a large feature payload and a number of bug fixes.
- **Minor Release**. The number in the "Y" position in the Software version number identifies a HYCU Software release as a Minor Release. A new Minor Release has a nominal feature payload and a number of bug fixes.
- **Maintenance Release**. The number in the "Z" position in the Software version number identifies a HYCU Software release as a Maintenance Release. A new Maintenance Release contains a number of bug fixes and generally does not include new features.
- **Update Release**. The "n" position in the Software version number identifies a Software release as an Update Release. An Update Release typically contains a small number of bug fixes.
- **Release Date** means the date a release is made generally available.
- **Error** means any reproducible failure of the Software to perform any material function as set forth in the Documentation.
- **Troubleshooting** means that HYCU will provide support including, but not limited to access to the Knowledge Base and workarounds for the issues. This includes access to and deployment of existing releases, but not any new releases.
- **Maintained** means that HYCU will provide support including, but not limited to new Maintenance and Update Releases for the issues in addition to Troubleshooting.
- **End of Maintenance (EOM)** means a date from which HYCU will not provide any new Maintenance or Update Releases.
- **End of Support Life (EOSL)** means a date from which HYCU will not offer any support apart from access to the Knowledge Base and workarounds.

Support Policy

Software EOL Policy

Each Release is Maintained for three (3) months after the Release Date of the next Major or Minor Release.

At the end of the Maintenance period, each Release receives Troubleshooting support for the subsequent six (6) months.

- Example #1: If HYCU releases HYCU 4.9 on 15th of January 2024 and HYCU 5.0 on 16th of July 2024, HYCU 4.9 will be maintained until 16th of October 2024 and Troubleshooting will be available until 16th of April 2025.
- Example #2: If HYCU releases HYCU 5.0 on 16th of June 2024 and HYCU 5.1 on 8th of January 2025, HYCU 5.0 will be maintained until 8th of April 2025 and Troubleshooting will be available until 8th of October 2025.

All Maintenance and Update Releases will be provided in a cumulative fashion. When a new Maintenance or Update Release is available, the previous Maintenance or Update Release for the same Major or Minor Release will cease to be Maintained.

Release Date — Next Major or Minor Release Date — 3 months — EOM — 6 months — EOSL

Maintenance   Troubleshooting
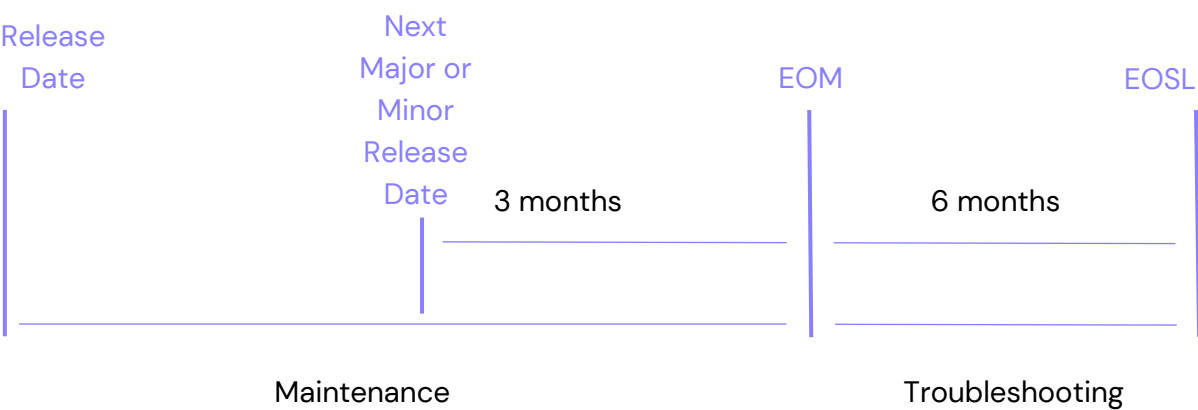
Anticipated Software Release Cadence

Major or Minor Releases are typically made available every four (4) to (8) months.

Maintenance and Update Releases are typically made available every two (2) to four (4) months.

HYCU Manager Compatibility

Each HYCU Manager Release will be compatible with the current HYCU backup controller version and previous Maintained versions.

HYCU Manager will not be compatible with newer versions of the HYCU backup controller.