

Tungsten Automation Software Lifecycle Policy

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Introduction

This document outlines the release strategy and End-of-Life Policy for Tungsten Automation products, which is based on industry best practices including ITIL® recommendations. This document serves as a framework, but Tungsten Automation reserves the right to change the policies as business or customer needs arise.

The goal of the release strategy process is to ensure that all changes to the software products are released to our customers in an efficient and effective manner. Our intent is to partner with our customers and to stay current on all technologies so the best possible user experience can be achieved.

Purpose

This document describes the product lifecycle policy, including the different types of product releases, and the policy on supported products. It details the extent of support available for deprecated product features, operating systems and database versions, and product enhancements and defects.

Product Release Types

The majority of Tungsten Automation's software is closed-source and uses a software versioning standard to denote release type. The version numbers are formatted as <major>.<minor>.<service pack>.<fix pack>.<fix>.<build>, where each component represents the following:

<major> - Reflects a major change in the software with significant modifications to architecture, design, user experience, and/or functionality.

<minor> - Reflects release of new functionality and bug fixes and possibly minor changes to the underlying architecture.

<service pack> - Reflects release of very minor feature changes and bug fixes without making changes to the underlying architecture.

<fix pack> - Reflects release of bug fixes.

<fix> - Reflects release of a specific bug fix.

<build> - Reflects the build number of the corresponding released executable(s).

Every released copy of the software is given a version number, even if it is a fix for a specific customer. If we fix a bug, we make it available for other customers who may encounter the same bug.

Policy on Supported Product Versions

Versions Supported

The Tungsten Automation release lifecycle, which is the timeframe between when the release version of a product becomes Generally Available (GA) and when Tungsten Automation stops providing support for that version, is typically four years. As detailed above, updates that incorporate a set of tested, integrated fixes along with new features and product enhancements are made available several times during the course of a release. The End of Support dates for these updates coincide with the End of Support date for the major and minor versions of the product. Localized versions of this product follow the same lifecycle as the product itself.

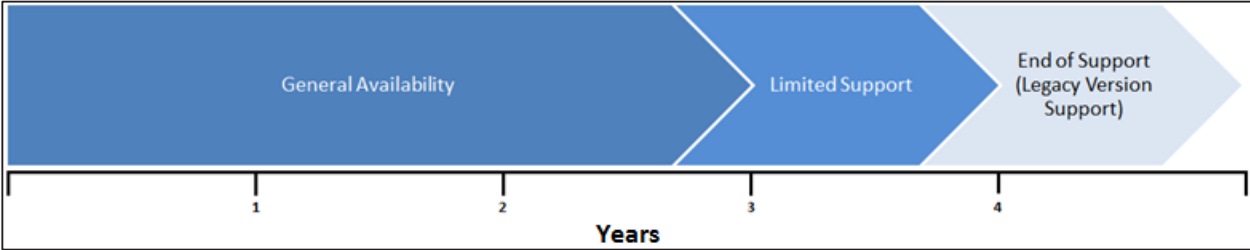
There are three stages of supported versions: general availability, limited support and end of support.

General Availability (GA): Three years from when a new major or minor version is widely available and supported in the market.

Limited Support Phase (LSP): One year in which Tungsten Automation will offer product support for this software version. During Limited Support Phase, there will not be any product updates, feature enhancements or documentation additions. Critical defects will be addressed on a case-by-case basis and at the sole discretion of the product manager.

End of Support (EOS): Normal support escalation is no longer offered for versions of products that are EOS and the software will no longer be available for download. No updates or upgrades are made to the release. Please see the Legacy Version Support Program section for options for customers continuing to use these versions.

These three phases of Support are illustrated as follows:



The list of Tungsten Automation products and associated Support dates is maintained on the company website. It is updated quarterly, and can be viewed from the [Lifecycle Policies and End of Support](#) article.

NOTE: For products with longer release cycles there may not be a new release but there is no plan to end of life the product. In this case the current version will remain in GA support until either a decision is made to end of life the product or a new version is released. In either case, the [Product Release and Sunset Schedules](#) will be updated as appropriate.

Deprecated Features

A deprecated feature is a feature that appears in prior or existing versions of the product and is still supported as part of those versions, but for which Tungsten Automation plans to remove from future versions. Tungsten Automation makes reasonable efforts to document feature deprecation plans in Product Release Notes, but reserves the right to deprecate, modify, or remove features from any new version without prior notice.

Operating Systems / Database / 3rd Party Compatibility

For each Tungsten Automation release, the supported operating systems, database platforms, and other 3rd party products are evaluated to determine if there are either new versions to support or older versions for which to drop support. We will not support versions that are not supported by the manufacturer. The supported platforms and databases are documented in the Technical Specifications document for that version of the software. Each release has a specific Technical Specifications document that can be found on the Customer Portal.

By default, support for new operating systems, database platforms, and updated 3rd party products will only be added to the most current Tungsten Automation product release under development at that time. Updates to a previous Tungsten Automation product version will only be made when necessary to maintain at least one supportable environment until the Tungsten Automation product version reaches end of support.

Tungsten Automation Policy on Feature Requests

Tungsten Automation is a Market Driven provider of Commercial, Off-the-Shelf (COTS) Software. As part of Tungsten Automation's development process, it actively seeks input from a variety of sources including, but not necessarily limited to, market analysts, customers, and prospects. Customers and prospects may submit input into this process by opening a support Case with Technical Support. These inputs are evaluated in terms of overall market benefit vs. cost and time to implement, and enhancements prioritized accordingly in the product roadmap. Any features that are prioritized for implementation will only be implemented on the most current product release under development at that time.

The customer base then benefits from those enhancements via upgrades to newer versions, as entitled via the maintenance and support program.

As a COTS vendor, Tungsten Automation does not commit specific product feature requests for specific customers (as might otherwise be the case with custom software). This is true even in situations where customers are willing to fund an enhancement.

Customers who desire product roadmap feedback should contact their Tungsten Automation Sales representative who can further engage appropriate Product Marketing or Product Management staff to provide such information, which is typically done via an interactive session.

From an exception perspective, it is acknowledged that certain large projects may push a Tungsten Automation product in a new direction, ahead of the overall market demand. If such a large project is dependent on the required product functionality, customers should work with their Tungsten Automation Sales representative to see if the situation qualifies for such an exception, which can then be requested internally by the Sales representative.

Tungsten Automation Policy on Product Defects

Tungsten Automation warrants to customers that the products delivered will materially conform to Tungsten Automation's then-current documentation for the products.

However, in the course of using the delivered products customers may encounter issues that are believed to be product defects. These issues should be reported as support Cases to Technical Support, who will triage the issue and suggest further disposition.

In the majority of support Cases, the issue being experienced is identified as something other than a product defect and can be resolved by Technical Support. Typical resolutions include, but are not limited to, education regarding the software's standard functionality, a change in the software's configuration to function differently than its current behavior, a known bug with a known fix or an enhancement to the software.

In exceptional support Cases where a product defect is deemed to cause a system down or material impact to operations for a customer, Technical Support will execute on internally defined processes to ensure that the product defect is prioritized as critical and scheduled with Product Development for deployment on the most appropriate product version.

Product defects which do not fall into the critical category are considered as part of the normal product roadmap. These defects are prioritized based on numerous factors, including the number of customers reporting, the availability of a work-around, alignment of the functional area with market priority and Product Development bandwidth. Product Development teams allocate at least 20% of capacity to addressing product defects and product supportability. In many situations, additional capacity is allocated to specific product releases to focus on hardening, scalability and performance optimizations.

Due to the many factors involved, and the changing nature of these factors, Tungsten Automation does not provide a specific commitment for delivery of non-critical product defect fixes.

From an exception perspective, it is acknowledged that certain large projects may push a Tungsten Automation product in a new direction that could make a non-critical product defect a requirement to rolling out that project. If this occurs, customers should work with their Tungsten Automation Sales representative to see if the situation qualifies for such an exception, which can then be requested internally by the Sales representative.

Release Deployment

Upgrades

When a released product requires an upgrade or update, Tungsten Automation provides the necessary tools and documentation.

Most product upgrades require data conversion utilities to upgrade the software. These utilities are available through Downloads or by engaging Professional Services. A detailed upgrade guide is available to walk the customer through the self-service upgrade process and the tools and resources needed to perform the upgrade. Alternatively, the customer can engage our Professional Services team to perform the upgrade.

Distribution

On-Premise Downloads

For on-premise distribution of software, all product versions released to our customers will be available for download via the electronic fulfillment site listed on their order confirmation. This repository is our Definitive Software Library and contains the only official, supported versions of Tungsten Automation products.

We strongly recommend downloading and carefully reviewing the product Release Notes and the appropriate installation guides, readmes, or upgrade guides before conducting any installation or upgrade.

Software Hosted by Cloud Services

Tungsten Automation will host and support the latest designated GA version of a Tungsten Automation Cloud Service. All other previous versions of the service are considered "End of Support". The customer acknowledges that they will be automatically upgraded, on a consistent schedule and with Release Notes to the latest version of a Tungsten Automation Cloud Service as they become available.

Software Apps (App Store, App Exchange, etc.)

The current market release and the immediately preceding market release will be supported for software apps distributed for mobile devices. Best effort support will be provided to the immediately preceding market release; however, bug fixes will only be delivered in product updates to the current Market Release.

Legacy Version Support Program

When a version of a product enters its End of Support per the Versions Supported section above, support is available to facilitate migration to a currently supported version. This Legacy Version Support is implemented at the end of the customer's current support renewal date and will cover the following.

- Right to upgrade to currently supported version
- Technical Support Case handling – in business hours
- Certification on then current Tungsten Automation products only
- Certification on then current third-party products only

Legacy Version Support does not include support for the following.

- Engineering escalation or support, including issue analysis, bug fixes, and fix/service packs
- 24x7 access to Technical Support
- Access to legacy version software on the Tungsten Automation electronic fulfillment site

End of Sale/End of Life

The end of sale and end of life policy for software versions is an explicit exit from the market for a particular software product. Customers will be notified as far in advance as possible for any possible end of life for a product with our recommended product migration path.