

Integration of Vertica portfolio into official time based support lifecycle process

June 2018

Introduction

In June 2018, Micro Focus announced the full integration of the Vertica portfolio into the official time based support lifecycle policy and processes.

Frequently Asked Questions

For External Use

What are you announcing?

We are fully integrating the Vertica portfolio into the official time based support lifecycle process.

What is changing?

Vertica software products have been under a version based support lifecycle process. End of support dates for previous versions were announced when a newer version of a product was released.

With the full integration into the official time based support lifecycle process, we will announce end of support dates at the time of General Availability of a product version. There will be a 2 year minimum Committed Support time line after the General Availability of a product version, followed by a 2 year period of Extended Support and a 4 year period of Self-Help Support with Rights to New Versions (RTNV). This time based support lifecycle process is in place for the products listed in the [Micro Focus Software Time Based Support Lifecycle Time Frames](#) list. Customers can refer to this list to identify the product specific support time lines. This document is available on the [Software Product Lifecycle](#) pages on Software Support Online (SSO).

What is the difference between the version based and the time based process?

	Version Based Process	Time Based Process
Supported Versions	Supporting each major or minor version for minimum 2 years	Supporting every major and minor version of a product for at least 2 years (Committed Support) after General Availability Followed by 2 years of Extended and 4 years of Self-Help Support with Rights To New Versions (RTNV)
Support Period	Depends on when the next version is released; no predictability EOS date for a product version is not clear when customers buy it	Fixed number of years. Customers know upfront Minimal 2 years of Committed Support, followed by 2 years Extended and 4 years Self-Help Support with Rights to New Versions; support delivery level decreases over time
Announcement about end of support time line	Obsolescence of older versions is announced, and EOS dates are determined, when a newer version becomes available	EOS dates are set at time of GA (General Availability) of a product version
Implications for Customers	Lack of clarity around how long a particular product version will be supported	Clarity around support periods and support deliverables from when product version is introduced

What is a time based support lifecycle process?

Starting from the General Availability date of a product version, there will be a defined minimum period of Committed Support, followed by a period of Extended Support and a period of Self-Help Support with RTNV. When new versions of a product are released, Micro Focus will publish the planned end of Committed Support, end of Extended Support and end of Self-Help Support with RTNV on the [Software Product Lifecycle](#) pages of Software Support Online.

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Please explain in simple terms: 'Committed Support', 'Extended Support' and 'Self-Help Support with RTNV'.

Committed Support is the full support service for a product version, offering software maintenance, installation and configuration assistance, and other official support services such as acceptance of Software Change Requests (SCRs).

Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for Micro Focus products including white papers, existing patches and known problems for a specific product version. Extended Support is limited to around the clock self-solve support and access to technical support engineers, access to existing patches and hot-fixes created while the product version was in Committed Support.

Self-Help Support with RTNV is an integral component of all software support contracts. Self-Help Support with RTNV consists of web-based access to the online support Knowledge Base, forums, existing patches, new versions or any replacement products.

Please refer to the [Business Support Agreement](#) datasheet for additional details.

Technical Support Services	Committed Support time based and version based support lifecycle process	Extended Support time based support lifecycle process only	Self-Help Support with Rights To New Versions time based support lifecycle process Self-Help Support version based support lifecycle process
Access to public forums	*	*	*
Access to SSO	*	*	*
Rights To New Versions	*	*	*
Access to existing patches/hotfixes	*	*	*
Access to entitled forums	*	*	*
Raise support tickets	*	*	
Access to technical support engineers	*	*	
Creation of patches/hotfixes	*		
Creation of security fixes	*		

Why is this an improvement?

Micro Focus is providing key benefits to you because of this change:

- **Easier upgrade planning** – You can clearly identify how long a particular version of a product will be subject to Committed Support.
- **Flexibility & peace of mind from using a supported product** – If you cannot complete a product update within the Committed Support period, you may choose to update during the Extended Support or Self-Help Support with RTNV period.
- **Investment protection** – You can purchase Software products, with greater confidence, knowing they will be supported for at least three (3) years from the product's last generally available release date even if Micro Focus discontinues a product.

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In the previous situation, customers were frequently left confused about the remaining support life of a given version of a product. The time based support lifecycle process allows anyone to identify when a specific product version was released and when support for that version is scheduled to end. This allows you to better plan product deployments and update activity – knowing precisely when Committed Support for a product version is scheduled to end.

I recall reading about 'Business Exit' and 3 years. Please explain further.

There are circumstances under which Micro Focus may determine it needs to exit a certain product field. If Micro Focus decides to terminate a Vertica product and there is no replacement product, then Micro Focus will commit to providing full Committed Support for 3 years from the General Availability date of the final version of that product release. The Discontinuation period for each product is documented in the [Micro Focus Software Time Based Support Lifecycle Time Frames](#) list.

Please confirm, is the integration into the official time based support lifecycle process only for new releases of products? Does it include existing versions of products?

The [Business Support Agreement](#) data sheet is applicable for Vertica products. However, within that data sheet, there are two different types of treatment in terms of how the end of support time line is identified. For the latest product releases and all future releases, we will follow the time based support lifecycle process. For the older Vertica product releases that are not covered by the above clause, end of support time lines had been announced in the past once a newer version was released. This approach has now been archived.

What software product versions from the Vertica portfolio are now under the time based support lifecycle process?

1. Vertica Express Edition 8.0x and later releases
2. Vertica Premium Edition 8.0x and later releases
3. Vertica for SQL on Hadoop 8.0x and later releases

For a list of all product versions under the time based support lifecycle process and the support periods, please refer to the [Micro Focus Software Time Based Support Lifecycle Time Frames](#) list.

Where can I locate the details of End of Support for those product versions I have deployed today?

We have identified the latest releases of the Vertica products that are now under the time based support lifecycle process. For these product versions and all the future releases of these products, we have published the planned end of support dates on the [Software Product Lifecycle](#) pages on Software Support Online (SSO). In addition, the end of support dates for previous Vertica product versions have been added to the [Software Product Lifecycle](#) pages on Software Support Online (SSO) as well.

Have details of these changes been included in the Business Support Agreement datasheet?

Yes, a new version of the Business Support Agreement Datasheet was published in January 2018 on Software Support Online at <http://files.asset.microfocus.com/6785/en/6785.pdf>.

I have another question, not answered here. Who can help answer my question?

For additional questions, please contact your Micro Focus business partner or Micro Focus support sales representative.