



# Virtual Instruments

## Product Lifecycle Policy

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### **1. Overview**

This Product Lifecycle Policy document (“Lifecycle Policy”) details the lifecycle followed by all Virtual Instruments hardware and software products.

The Lifecycle Policy is intended to help our customers and partners predictably manage the use of and end-of-life transitions for our products. We encourage you to review this policy from time to time to ensure you have the most up-to-date information concerning the Lifecycle Policy.

The Lifecycle Policy governs the 7 lifecycle phases of a product’s life (General Available, End of Sale Announcement, Last Time Buy, End of Sale, Last Time Ship, , Limited Support and End of Life) as described in Section 3.1 below. When a product reaches the end of the fifth phase, it is declared End Of Life (EOL) and is no longer sold or supported in any manner by Virtual Instruments.

While hardware and software products follow the same phases, the milestones that trigger the transitions between phases, the duration of each phase, and specific details of support and availability vary by product type, as described in Table 1 below. Receipt of support or maintenance from Virtual Instruments consistent with this Lifecycle Policy requires a current maintenance and support contract.

Please refer to the Glossary at the end of this document for a list of defined terms relevant to this Lifecycle Policy.

### **2. Products and Product Versions**

#### **2.1. Product Availability**

This Lifecycle Policy applies only to Products that are Generally Available.

Pre-release products made available to select customers are not considered Generally Available and are not subject to this Lifecycle Policy.

#### **2.2. Software Products**

Software Products include all the GA software licenses offered by Virtual Instruments, whether provided as executable bytes made available for download on the Virtual Instruments customer portal, or that are delivered as license keys that enable incremental or updated functionality on Products under operation.

Software Products are identified by product name.

For example, current Software Products include the “VirtualWisdom Server” and the “VirtualWisdom ProbeSW”.

Each release of a Software Product is labeled with a sequential identifier in the format major. minor. micro release number.

Each unique major and minor release of a Software Product constitutes a Software Product Release, such as the VirtualWisdom Server 3.1.

Each subsequent Software Product that is released with an incremented major and/or minor version number supersedes all prior Software Product Releases. For example, “VirtualWisdom Server 3.2” would supersede “VirtualWisdom Server 3.1,” and “VirtualWisdom Server 3.0” would supersede “VirtualWisdom Server 2.5.”

Maintenance releases for Software Product, identified by the third number in the identifier sequence (such as “VirtualWisdom Server 3.3.3”), supersede prior maintenance releases as the current maintenance release for that Software Product but do not create a new Software Product.

From time to time and at Virtual Instruments’ sole discretion, we may announce a given Software Product will be discontinued after the current Software Product. The final release of the Software Product that is in Limited Support phase is referred to as the End of Life Release.

### **2.3. Hardware Products**

Hardware Products are identified by part number and product name.

A Hardware Product may comprise of one or more devices, each of which is identified as a Hardware Product Model.

Several different levels of change may be made to Hardware Products with varying impact to the Product overall and/or the Hardware Product Model, as follows:

1. Backward-compatible changes to a Hardware Product are introduced as running changes to the existing Hardware Product Model. For example, we may ship a new firmware release on the current SAN Performance ProbeFC8-HD Hardware Product Model if that firmware release can be installed on all previously-shipped ProbeFC8-HD devices of that same Hardware Product Model.
2. A new Hardware Product Model is created if changes are introduced to a Hardware Product that are not backward compatible with the current device, but the overall functionality and capabilities of the Hardware Product remain the same.

For example, the original Hardware Product Model of the “ProbeFC8” Hardware Product was also called the “ProbeFC8”. The “ProbeFC8 v2” Hardware Product Model was introduced as a successor Hardware Product Model, with a different chassis, cooling fans, and rack mounting, but using the same firmware and offering the same monitoring functionality. The “ProbeFC8 v2” is the current Hardware Product Model of the ProbeFC8 Hardware Product.

3. All Hardware Product Models of a Hardware Product move together through the Product Lifecycle, but the availability of superseded Hardware Product Models may be restricted, as detailed in Hardware Products with substantially new or enhanced capabilities are introduced as new Hardware Products based on new Hardware Product Models. These follow the Product Lifecycle independently from existing Hardware Product Models.

Any embedded firmware that is part of a Hardware Product is treated as part of that Hardware Product for Product Lifecycle purposes. Hardware Products interact with and are controlled by Software Products, on which they rely for full functionality, and each Software Product Version released identifies the compatible Hardware Products.

From time to time, and at Virtual Instruments' sole discretion, we may announce the discontinuation of an existing Hardware Product.

The final Software Micro release of the current Major Software Release that supports the Hardware product, will be the last supported Software release on the Hardware Product. As detailed in Table 1 of Section 3.2 below, the Hardware Product then migrates through the latter stages of the Product Lifecycle in conjunction with the Last Supported Software Product Version.

### **3. Product Lifecycle**

#### **3.1. General Lifecycle Phases**

Software Product Versions and Hardware Products (collectively referred to here as Product Versions) migrate through the same 7 Lifecycle Phases:

1. **General Available.** During the initial lifecycle phase a Product Version is Generally Available and is supported in accordance with Virtual Instruments' then-current support policies and procedures and contract obligations.
2. **End of Sale Announcement.** In the second phase, the product is nearing the end of availability to the customer for sale. An announcement is made in preparation for all customers to begin planning on migration to a new Software or Hardware Platform.
3. **Last Time Buy.** In the third phase, operations is planning potential ramp up or ramp down in forecast to support additional demand prior to Last Time Ship.
4. **End of Sale.** In this fourth phase, the product is no longer available for sale to the customer on the price list.
5. **Last Time Ship.** The last date manufacturing will be shipping the product as a new sale
6. **Limited Support.** In the sixth phase Product Versions in Limited Support are no longer offered for sale and have only limited support.
7. **End of Life.** In this final phase the product is no longer available for support. All existing products in inventory will be scrapped.

#### **3.2. Lifecycle Phase Details**

The events that trigger the transition to the next lifecycle phase, the time duration of each phase, and the specific limits on commercial availability and support vary between Software Product Versions and Hardware Products as outlined below.

**Table 1: Lifecycle Phase Details**

<b>Phase</b>	<b>Duration</b>	<b>Commercial Availability</b>	<b>Support Availability</b>
<b>Software Products</b>			
<b>General Availability</b>	From Generally Available release until either (a) the GA release of a successor Software Product Version or (b) 12 months after our declaration that it is the End of Product Version.	Generally Available. New orders fulfilled by default with Current Software Product Version.	Support provided per the applicable then-current terms published by Virtual Instruments, unless other terms have been agreed to by contract. Support is provided for the current release and the previous 2
<b>End of Sale Announcement</b>	6 or 12 months, depending on whether successor Software Product Version was a minor or major version, respectively.	Limited Distribution Software Product Versions may only be ordered by customers with other Products of the same major version who are on a paid maintenance and support plan <sup>1</sup> . Orders from new customers are not accepted for Limited Distribution Software Product Versions.	minor releases, or 12 months from the current release, whichever is the greater of the two. Software error corrections will be provided atop the latest maintenance release of the Current or Limited Distribution Software Product Version's major version. Customers may be required to install that maintenance release in order to receive fixes for reported issues.
<b>End of Sale</b>	Occurs 6 months after EOS announcement. When product is no longer available to purchase	Not orderable by new or existing customers.	Support is generally limited to investigation and troubleshooting in an attempt to provide solutions and workarounds. Error corrections provided only for critical issues and only atop the Current or latest maintenance release of the Limited Support Software Product Version.
<b>Limited Support</b>	Support Bug Fixes only. Major at time of EOS + 1. Ie: VW3 EOS through VW4 lifecycle		If the release of the next Software Product Version is a major release, limited support is provided only for the last maintenance release of the previous Software Product Version
<b>End of Life</b>	Major SW release at time of EOS +2. Ie: VW2 EOL at VW5 Launch		No longer available to support.

Phase	Duration	Commercial Availability	Support Availability
<b>Hardware Products</b>			
<b>General Availability</b>	From Generally Available until the earlier of either (a) the end of an announced End of Sale period or (b) the Generally Available release of a major version successor to the Last Supported Software Product Version	Hardware Product is Generally Available. Superseded Hardware Product Models may remain available for only a limited time and/or in limited quantities.	Full support, per the terms of the Supplement. Replacement devices provided under an RMA may be of a later Hardware Product Model than the device being replaced.
<b>End of Sale Announcement</b>	6 Months Prior to EOS		
<b>Last Time Buy</b>	3 Months prior to EOS. Used for planning purposes with suppliers	Not Generally Available. However orders can be placed with Sales Ops as needed.	
<b>End of Sale</b>	Occurs 6 months after EOS Announcement. Product is no longer available to purchase	Not orderable by new or existing customers.	VI Support will make reasonable efforts to troubleshoot and take corrective action on Limited Support Hardware Product Versions. Device replacement will be offered only with the same Hardware Product Version and only on an as-available basis.
<b>Last Time Ship</b>	6 weeks from EOS		
<b>Limited Support</b>	Available only for support. Typically available for up to 5 years after EOSA. There are occasions where support will end earlier or later.		
<b>End of Life</b>	No longer available for support.		No longer available for support.

### **3.4. Product Lifecycle Status**

The Lifecycle status of all Products is published on the Customer Support Portal. Be sure to review this list from time to time to ensure you have current information regarding the Lifecycle status of all Virtual Instruments products.

### **3.5. Support and Maintenance Availability**

Support and maintenance services are offered consistent with the terms of this Product Lifecycle and only for Products covered by a current Support Services contract. The following policies govern the availability of Support Services:

1. Customers may add Current Product Versions to current contracts or purchase a new contract until the Product Version reaches the Limited Distribution phase.
2. Support Contracts that lapsed or have not been renewed may not be renewed for Limited Distribution Product Versions.
3. Support Contracts that have not lapsed may generally be renewed for Limited Support Product Versions, but will not extend beyond the end date of the Limited Support phase.
4. Virtual Instruments reserves the right to charge for continued Support Services of any discontinued products. In addition, Virtual Instruments reserves the right to reduce or amend its Support Services offerings.

### 3.6. Product Lifecycle Example

	Actual past Lifecycle/Support examples
	Hypothetical future Lifecycle/Support examples for illustrative purposes only

#### Example Software Lifecycle

VirtualWisdom	2.1	3.0	3.1	3.2	4.0	4.1	5.0
Release Date	9/29/11	9/9/11	12/19/11	3/23/12			
Current	2.1	3.0	3.1	3.2	4.0	4.1	5.0
Limited Distribution	N/A	2.1	3.0	3.1	3.2	4.0	4.1
EOL	N/A	N/A			2.x		3.x

#### Example Hardware Lifecycle:

FCX Last Supported Software Product Version: 3.2,

FC8 Last Supported Software Product Version: 4.1

VirtualWisdom	2.1	3.0	3.1	3.2	4.0	4.1	5.0
Release Date	9/29/11	9/9/11	12/19/11	3/23/12			
Current	FCX	FC8	FC8	FC8	FC8	FC8	
Limited Distribution		FCX	FCX	FCX			FC8
EOL					FCX		

#### Example Software Support:

VirtualWisdom

VirtualWisdom	2.1	3.0	3.1	3.2	4.0	4.1	5.0
Release Date	9/29/11	9/9/11	12/19/11	3/23/12			
Full Support	2.1	3.0	3.0, 3.1	3.0, 3.1, 3.2	4.0	4.0, 4.1	5.0
Limited Support	N/A	2.1			3.2		4.1
No Support (EOL)	N/A	N/A			2.x		3.x

#### Example Software Support for Hardware:

FCX Last Supported Software Product Version: 3.2,

FC8 Last Supported Software Product Version: 4.1

VirtualWisdom	2.1	3.0	3.1	3.2	4.0	4.1	5.0
Release Date	9/29/11	9/9/11	12/19/11	3/23/12			
Full Support	FCX	FC8	FC8	FC8	FC8	FC8	
Limited Support		FCX	FCX	FCX			FC8
No Support (EOL)					FCX		

## **Glossary**

**Hardware Product.** Hardware Product means then-current GA hardware products identified by Virtual Instruments' part number and product name.

**Hardware Product Model.** Hardware Product may be comprised of one or more devices, identified as Hardware Product Model.

**EOL – End of Life.** Product reaches the end of the last phase and is no longer sold or supported in any manner by Virtual Instruments.

**End of Life Version.** End of Live Version is the final version of the Software Product.

**EOS – End of Sale**

**Products – Hardware Products and/or Software Products**

**Product Versions.** Includes Software Product Versions and Hardware Products Models.

**Generally Available or GA.** Then-current Products offered by Virtual Instruments for general sale.

**Software Product.** Includes all GA software licenses offered by Virtual Instruments.

**Software Product Version.** Software product labeled with a sequential identifier in the format major.minor.micro number.

**Last Supported Software Product Version.** Final Software Product Version of the current major version Software Product Version supporting the Hardware Product.

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