

Maintenance Policy Overview

Effective April 1, 2009

This is the official Software AG Maintenance Policy for the webMethods product line. For products with versions 7.1.x and higher this Software AG Maintenance Policy supersedes all previous webMethods General Support Policy statements. The previous webMethods General Support Policy applies for product with versions equal to or less than the 7.0 release, including 6.5.x.

As of April 2009, this support policy has been modified. In particular, in an effort to deliver one support policy that spans all products from Software AG, the names of product stages and the duration of these stages has changed for all webMethods products with a version 7.1 and later. The charts and description posted here reflect this change.

Software AG will release products following two major milestones: First Customer Ship (FCS) and General Availability (GA). At the time of GA, our products will enter into the first stage of support called Standard Maintenance. After Standard Maintenance, products move first to the Sustained Support stage (defined below), and then to Self-Service support.

As always, we will deliver on this policy as long as the required third party solutions (e.g. applications, database drivers, operating systems, JVM's, etc.) are also under active support from their respective vendors. Furthermore, Software AG may require that, in order to address a problem encountered with a version of the software, the customer first install the most recent Service Pack in order to resolve the issue.

Definition of Support Policy

Our maintenance policy is divided into milestones (gray diamonds) and stages (colored boxes).



Restricted Availability

When Software AG has completed the development, QA, and documentation cycles for a new release, we often make the software available to a limited group. We call this milestone First Customer Ship (FCS) and it begins the Restricted Availability period. The intent of this period is to have select customers begin using the software while we ready Software AG staff and partners for General Availability (GA). The software that we ship during this stage is not beta; all new features are complete and have been thoroughly tested and documented. Specific individuals throughout Software AG who have been trained on the platform provide support for customers during the Restricted Availability period.

As a result of doing additional platform or performance testing during the Restricted Availability period, we may choose to ship Fixes or Service Packs to resolve any issues uncovered. We require that customers stay current by upgrading to a current Service Pack or Fix when made available during this period.

Standard Maintenance

When all relevant Software AG personnel sign off on the readiness of the software it is released as General Availability (GA) for all contracted customers. At this time, the product officially enters the stage called Standard Maintenance. During Standard Maintenance, our Global Support and Research and Development staff fully support GA releases by delivering defined product support services and Minor, Service Pack, or Fix releases, as defined below, that address customers' needs. When a GA release is delivered, Software AG provides Standard Maintenance, typically for a minimum of 36 months. Software AG may require that, in order to address a problem encountered with a version of the software in Standard Maintenance, the customer first install the most recent Service Pack.

Sustained Support

Sustained Support is for customers who find their implementations in a stable, static environment with little need for change. The Sustained Support period is minimally 12 months in duration. Customers running products beyond End of Maintenance will receive web-based and telephone assistance from Software AG Global Support, but no new Fixes will be created for the software. All previous Fixes are downloadable via the Software AG Extranet Site. Sustained Support is covered by the customer's maintenance fees.

Customers who require support for more active environments are encouraged to upgrade to the latest GA release.

Self Service

At the conclusion of Sustained Support, Software AG provides unlimited electronic Self Service for the products. Customers may access hints and Fixes from our Software AG Extranet Site but are not permitted to open new support requests. Electronic Self Service is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release.

Release Terms

Major Version

Software AG defines a major release as one in which significant new features and functionality are delivered. Some but not all of the major releases may also contain architecture changes, thus requiring a complete reinstall to upgrade, rather than the simple "install over" that is typical of minor releases. A release that ends in "X.0" is considered a major version. Upgrade and install between versions is covered in the Upgrade Guides found on Software AG Extranet Site.

Minor Version

Software AG defines a minor release as one in which some new features and functionality are delivered along with fixes. Releases with numbering of "X.Y" are usually considered minor releases, e.g. webMethods 7.1. Minor releases usually offer easy upgrade and an "install over" approach to upgrade. Upgrade and install between versions is covered in the Upgrade Guides found on Software AG Extranet Site.

Service Pack

Software AG defines a service pack as a planned release in which an accumulation of fixes is delivered. These service pack releases are denoted using SP in the numbering, e.g. CentraSite 8.0 SP1. Service packs are tested to ensure the set of fixes work well together. Service pack releases

offer easy upgrade and an “install over” approach to upgrade. For optimal support, customers are required to upgrade to the latest Service Pack.

Fix

Software AG creates defect fixes at the component level to resolve specific issues. These issues may be identified in our QA labs, or at customer installations. Fixes are:

- Tested to ensure the issue is resolved within the target configuration
- Offered as single or cumulative fix
- Periodically rolled up into planned, cumulative Service Packs
- Made available to other customers via Software AG Extranet Site

Feature Pack

Software AG may occasionally release a feature pack for targeted market segments. Feature packs deliver capabilities to select customers while ensuring other customers are not disrupted by the changes. Features delivered in the feature pack will be “mainstreamed” with the product in the next possible major or minor release of the software. Customers are not obligated to upgrade to feature packs but if they choose to adopt it, then we ask customers to stay current with service packs (if any) delivered for the feature pack.

Summary of Support Phases

	Web and Phone Support Provided	New Fixes Created	Typical Duration
Standard Maintenance	Yes	Yes	36 months
Sustained Support	Yes	No	12 months
Self Service	No	No	Unlimited

Product Support Information

Please see the following tables for details on webMethods products and versions, with Release Dates and Standard Maintenance dates.

- Platform Support List
- Adapter & eStandards Support
- Adapter Exceptions
- Virtual Machine Environment

Platform Support List

Please review the Software AG support policy definition above. This table defines the expected dates for end of Standard Maintenance and end of Sustained Support phases for most recent versions of Software AG's webMethods product line.

Enterprise Service Bus, Integration, and B2B

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
webMethods Broker and JMS	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Developer	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods EDI Module	6.5.2	Oct-07	31-Oct-10	31-Oct-10
webMethods Integration Server	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Microsoft Package	7.1	Oct-07	31-Oct-10	31-Oct-10
webMethods Trading Networks	7.1.2	Sep-08	30-Sep-11	30-Sept-12

SOA Governance

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
CentraSite Governance Edition	7.1	Oct-07	30-Sep-11	30-Sept-12
webMethods X-Broker	7.1	Oct-07	30-Sep-11	30-Sept-12
CentraSite Enterprise Edition	3.1	Oct-07	30-Sep-11	30-Sept-12

Business Process Management

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
webMethods Designer	7.1.2	Sep-08	30-Sep-11	30-Sept-12
	7.2	Mar-09	30-Sep-11	30-Sept-12
webMethods Monitor	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Process Engine	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Task Engine	7.1.2	Sep-08	30-Sep-11	30-Sept-12

Fair Isaac Blaze Advisor	6.5.x*	Oct-07	30-Sep-11	30-Sept-12
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*works with webMethods 7.1.x

Business Activity Monitoring

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
webMethods Optimize for Infrastructure	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Optimize for Process	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Optimize for B2B	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Optimize for SAP	7.0	Sep-08	30-Sep-11	30-Sept-12

Composite Application Framework

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
My webMethods Server	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Composite Application Framework	7.1.2	Sep-08	30-Sep-11	30-Sept-12

Utilities

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
webMethods Deployer	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Installer	7.1.2	Sep-08	30-Sep-11	30-Sept-12
webMethods Logging Utility	7.1.2	Sep-08	30-Sep-11	30-Sept-12

Adapter & eStandards Support

General Adapter & eStandards Policy

Existing versions of Adapters and eStandards are certified with new versions of the webMethods runtimes, in particular the webMethods Integration Server. For example, webMethods JDBC Adapter 6.5 is certified to run on webMethods Integration Server 7.1.2. Adapters will follow the support schedule for the runtime versions they are certified to run on unless otherwise noted below. New versions of Adapters are made available on their own schedule, separate from the rest of the webMethods Suite.

The following table lists the latest versions of Adapters, currently certified to run on webMethods Integration Server 7.1.2 and currently in Standard Maintenance. Previous versions of these Adapters are covered by the previous webMethods General Support policy.

For minimum end of Standard Maintenance and end of Sustained Support for these Adapters, see the webMethods Integration Server 7.1.2 dates above.

Standard Maintenance Adapters & eStandards:

Product	Version	General Availability
Adapter Development Kit	6.5	Mar-06
AS/400	6.0.1	Jan-06
Ariba Supplier OnRamp	7.1	Aug-08
OnRamp for CommerceOne MarketSite	3.0	May-02
EJB Adapter	6.5.2	May-05
EntireX Adapter	7.2	Dec-08
JDE WorldSoftware	1.0	May-05
JDBC Adapter	6.5	Dec-06
JMS Adapter	6.1	Feb-04
Lotus Notes Adapter	6.0	Mar-05
MSMQ Adapter	6.0	Mar-05
OracleApps Adapter	6.0	Aug-04
Oracle Apps 10.7.5 SC Packaged Transactions	6.0	6-Aug-04
Oracle Apps 11.5.7 Packaged Transactions	6.0	6-Aug-04
Oracle Apps 11.5.9 Packaged Transactions	6.0	1-Nov-04
Oracle Apps 11.5.10 Packaged Transactions	6.0	8-Feb-06
PeopleSoft	6.0	Dec-03

Remedy Adapter	6.0	Feb-08
Salesforce.com Adapter	7.1	
SAP Adapter	7.1	Aug-09
SAP XI Adapter	4.6	Jan-03
Siebel Adapter	6.0 SP3	Feb-04
Tuxedo Adapter	6.0	Aug-2006
WebSphere MQ Adapter	6.5	Aug-06
webMethods Chem Module	7.1	Oct-07
webMethods ebXML Module	7.1	Ma7-08
webMethods FIX Module	6.5	Jul-06
webMethods HIPAA Module	6.0.2	Jul-04
webMethods papiNet Module	6.0.1	Sept-03
webMethods RosettaNet Module	7.1	Aug-07
webMethods SWIFT FIN Module	6.1.2	Aug-07
webMethods SWIFTNet Module	6.0.1	Aug-06
ACH Module	6.1	Oct-05
1Sync	6.5.2	Sep-07

Adapter Exceptions

Some Adapters will have support exceptions. These exceptions are based on 3rd party vendor support policy changes. The following table provides the supported Adapters currently in Standard Maintenance and the end dates dictated by unexpected circumstances.

Adapter Support Exceptions:

Product	Version	General Availability	End of Standard Maintenance	End of Sustained Support
Ariba Supplier OnRamp	2.0	15-Dec-04	31-Oct-10	31-Oct-11
Adapter Development Kit	6.0	24-May-04	30-Apr-06	30-Apr-09
JDBC Adapter	6.0.3 FP1	19-Dec-04	8-Dec-06	31-Dec-09
WebSphere MQ Adapter	6.0	30-Mar-04	30-Apr-05	30-Apr-09
Multibyte File Parser	6.0.1	3-Mar-04	31-Oct-07	31-Oct-11
Zengin TCP/IP Adapter	6.0.1	2-Jun-04	31-Oct-07	31-Oct-11
XSLT Module	6.0.1	11-Aug-03	30-Apr-05	30-Apr-09

Character Replacer	6.0.1	3-Feb-04	31-Oct-07	31-Oct-11
PeopleSoft EnterpriseOne	6.2	27-May-05	31-Oct-10	
PeopleSoft EnterpriseOne Adapter 8.95	8.95	06-Mar-07	31-Oct-10	
PeopleSoft EnterpriseOne Adapter 8.96	8.96	06-Mar-07	31-Oct-10	
PeopleSoft EnterpriseOne Adapter 8.97	8.97	02-Feb-08	31-Oct-10	
PeopleSoft EnterpriseOne Adapter 8.98	8.98	11-Mar-09	31-Oct-10	
BroadVision Adapter	1.2	16-Nov-01	31-Oct-07	31-Oct-11
SAP Adapter	4.6	8-Jul-02	28-Feb-06	30-Apr-09
SAP Adapter	6.5 SP1	Feb-06	30-Sep-11	30-Sept-12

Virtual Machine Support

General Policy

Software AG provides for all its software the definitions of supported, documented platform configurations (referred to here just as 'supported platform') which will include specific Operating System (OS) and hardware configurations, and may include JVM and database versions. Customers can use a commercially available virtualization environment for a Software AG production environment if it accurately and completely emulates one of the supported platforms.

Customers who use virtual environments are required to comply fully with their contractual terms and conditions for licensing.

Software AG tests its software for operation on the supported platforms and not specifically against all possible combinations of hardware that might comprise that platform (for example, file system, disk controllers, memory configuration, display devices and so on). Therefore, the correct expertise, provision and management of a hardware configuration to support the platform remain the responsibility of our customers, whether directly using physical hardware or a virtualization environment.

If a customer encounters an issue that might be caused or affected by a virtualization environment, Software AG may require the customer to reproduce the issue directly on the native (non-virtual) platform configuration in order to analyze the issue further. Software AG Global Support will refer you to our Professional Services group for guidance or recommendation about the use of virtualization software, or, if required, the best approaches for copying a system to a native (non-virtual) platform.