

Zeus Software Lifecycle and Support Policy

Revised: February 2007; updated October 2009 (Product Renaming)

This policy refers to Zeus Software products, including Zeus Traffic Manager, Zeus Load Balancer, Zeus Web Server and Zeus Global Load Balancer.

Product Releases

Zeus Software is versioned using a version number and an optional revision.

Version Numbers

The version number indicates the features in the software:

- The first (major) digit is incremented when a release adds major new features, and differences in behaviour between this release and previous releases should be expected (for example, version 5.2 to version 6.0). Customers should plan carefully when upgrading to a new major version number.
- The second (minor) digit is incremented when a release adds new features but there are no significant differences in behaviour and upgrades should be routine (for example, version 5.0 to version 5.1). Upgrades to new minor version numbers should be straightforward, and not introduce any significant incompatibilities.

Release revisions

Zeus may make small changes to released versions of software to fix bugs or resolve security issues. These changes are carefully controlled and kept to a minimum. These releases are called 'revisions', and are indicated by a revision number (for example, Zeus Traffic Manager 6.0r1).

Revisions contain minimal changes in behaviour and no new features; Zeus' intention is that customers who have tested and qualified a particular release can install a release revision in confidence without needing to requalify the software. Zeus' expectation is that customers will use the most recent release revision of their chosen product version.

Development releases

In exceptional circumstances, Zeus may make development releases available to individual customers. Development releases are issued on a case-by-case basis, for example, in order to verify a bug fix before a release revision.

Development releases are not supported once they have been superseded by a release revision.

Software support lifecycle

A software release goes through the following lifecycle:

- **Beta or Early Adopter:** Beta or Early Adopter software is used during evaluation of new product features. The level of support is described in the terms of the appropriate beta programme.
- **Active Current:** The most recent product version is in the 'active current' state. Any bugs that have customer impact and any security vulnerabilities will be resolved using release revisions.
- **Active Superseded:** A product version falls into the 'active superseded' state when a more recent version becomes available. The superseded version then remains in this state for 2 years.

Zeus will issue release revisions as necessary to address bugs with widespread customer impact and any exploitable security vulnerabilities.

- **Legacy Supported:** A superseded version falls into the 'legacy supported' state when the 2 year period expires. It will remain in the 'legacy supported' state until Zeus gives 6 months' notice that it is to be end-of-lifed.

Zeus will provide product support for this version. Except in exceptional circumstances, release revisions will not be issued and customers will be required to upgrade to an active version in order to receive bug and vulnerability fixes.

- **Legacy End-of-life:** Zeus will provide product support for customers who wish to upgrade an end-of-life version to a supported or active version. Zeus will provide limited support for other product issues on a discretionary basis for end-of-lifed versions.

Platform Support

Zeus Software is available on a number of different platforms – hardware, operating systems and OS revisions. It may be necessary to revise the supported OS revision or patch level from time to time. Zeus will endeavour to minimise any such changes.

When a new product version is released, Zeus will indicate which hardware and OS platforms are supported. Zeus will endeavour to provide support and release revisions for those platforms until the product version reaches legacy status. Where this is not possible, Zeus will endeavour to give 6 months' notice that a platform is to be retired. Platforms may be added or removed for later versions.

Obtaining Support for End-of-Life Products

Products which have reached their end of life will no longer be supported by Zeus Technology. If support is required for an end-of-life product, this can be made available to customers on a case-by-case, consultative basis. For more information email info@zeus.com or call our information line on +44 1223 568555 (UK office hours).