

# SDL Product Release Policy

August 2017

The logo features a large, white, stylized asterisk shape. The text 'SDL\*' is positioned on the right arm of the asterisk. The 'S' and 'D' are in a dark blue font, while the 'L' and the asterisk are in a green font. The background of the entire page is a gradient of green, with faint, overlapping white lines forming a grid or circuit-like pattern.

**SDL\***

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# SDL Product Release Policy

## Summary

The Product Release Policy specifies the length of time support will be available for SDL perpetual software (see Appendix 1). For all hosted, managed and SaaS based SDL software, the SDL Service Catalog will apply. Please consult your SDL representative to obtain the SDL Service Catalog. To ensure you get the greatest value from your support and maintenance contract, we recommend you keep your software updated / upgraded to the most current release where possible.

# Product Definitions

This section describes the manner in which SDL defines software products. SDL creates and maintains a number of products; for a detailed listing of our products to which this policy applies, see Appendix 1. Please consult our Web site for a full listing of our products, [www.sdl.com](http://www.sdl.com).

SDL uses the following terms:

- Product: a number of modules that fit together and are implemented together
- Module: individual piece of functionality that forms the basis of a Product
- Extension: functionality that is built on top of a Product, which could be referred to as customization (under a Professional Services engagement) or add-ins

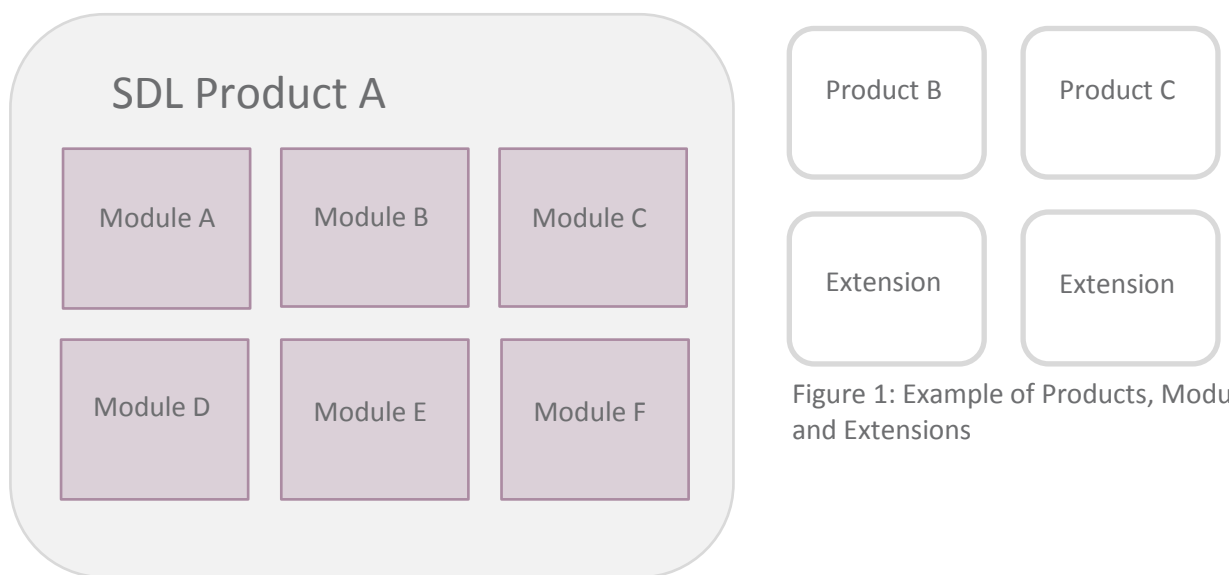


Figure 1: Example of Products, Modules and Extensions

## Products

Each Product has its own release lifecycle and is developed, tested and released independently to other Products.

### Inter-product dependency

Inter-product dependencies may exist between different SDL Products and are typically bound to specific versions of Products. When a new version of a SDL Product is released, compatibility with dependent Products may be affected. SDL will determine when and whether to update dependent products in order to maintain the interfaces. The inter-product dependencies of a Product are described in the Release Notes of the relevant Product. Please check the release notes for more detailed information.

## Modules

A Module is a part of a product that offers a distinct piece of functionality and may be priced and licensed separately. Modules are not released separately. Consequently, Modules do not have versions. Since Modules are part of a Product, a new release of a Product contains updated and compatible Modules where relevant.

## Extensions

Each Extension has its own release cycle and is developed, tested and released independently from other Products or Extensions. Extensions may be developed for a particular customer or market, or may be simple add-ons to existing Products or Modules enabling a particular business requirement. Extensions may be delivered with or without maintenance, update and support services and fees.

### Product Dependencies

Extensions have dependencies on Products (specific versions). These dependencies are described in the Release Notes of the affected Extension. Please check the release notes for more detailed information.

## Impact of New Releases

In order to innovate, SDL must make changes to the way in which Products function from time to time. To minimize impact on our customers, SDL endeavors to maintain backwards compatibility. This allows customers to upgrade to new versions of a Product without immediately needing to make changes to their implementations.

When considering an upgrade to the software we encourage customers to read the Product Release Notes.

To ensure getting the greatest value from new features and functions of the software as well as the ability to receive ongoing support, it is essential to keep the software updated to a fully supported release, where possible.

The Release Notes of a Product will specify whether modifications to implementations are necessary and how SDL supports its customers in this process.

When a Product evolves, new functionality may be added or removed. When functionality is removed, a deprecation notice is provided at least one release prior to the version in which the removal will occur, ensuring that customers can react and adapt to the changing functionality

# Release Types

This section defines the manner in which SDL defines Product release types. Releases, as delivered by SDL, affect only Products. Each Product has its own release lifecycle, that is: each Product is developed, tested and released independently to other Products.

There are three release types:

- Version Release (Major and Minor)
- Cumulative Update
- Hot Fix

## Version Releases

- Are identified by the Release Name, which is made up of the SDL Product name followed by the Version Release
- Include enhancements in Product functionality and capabilities
- Include issue fixes
- Are typically self-contained for installation purposes i.e. they do not require any previous Version Release to be installed. Exceptions to this will be identified in the Release Notes
- May contain enhancements that require adaptations of customers' implementations and/or customizations
- May contain updates to platform support
- May deprecate functionality or platform support

## Cumulative Updates

- Are identified by a sequential number after the corresponding release and minor version number (e.g. 7.1.2. – where 7 identifies the major version, 1 identifies the minor version and 2 identifies the Cumulative Update level).
- Contain all Hot Fixes released since the previous Cumulative Update or Version Release (if no previous Cumulative Update has been released).
- Can be self-contained for installation purposes, however may require a previous Cumulative Update to be installed. Exceptions to this will be identified in the Release Notes.
- In general do not include new functionality or functionality enhancements. If minor functional changes are included these will be identified in the Release Notes.
- Do not contain significant changes, so typically do not require adaptations of customers' implementations.
- Do not deprecate functionality or platform support.
- May contain additions to platform support.
- Opposed to individual hotfixes, go through a full regression test cycle like versions.

Cumulative Updates may also sometimes be referred to as “Hotfix Rollups”.

## Hot Fixes

Hot Fixes make critical updates available. Customers may request a Hot Fix for a specific critical issue at any time; however, SDL will make the final decision on whether a Hot Fix is released, based on technical complexity, customer business requirements, available workarounds and schedules.

The installation of a Hot Fix requires the latest Cumulative Update for the specific Version Release to be installed.

Hot Fixes:

- Do not go through a full regression test cycle and are taken at customer's risk.
- Are identified by a number associated with the issue fixed by the Hot Fix.
- Are only considered for the correction of blocking issues and are only made available if the issue has not been fixed in a supported Version Release or Cumulative Update.
- Are sometimes built and tested only for a particular customer's environment.
- Includes and relevant security updates
- Are shipped with a README file that describes dependencies, purpose and installation details of the Hot Fix.

## Frequency of Release

For on-premise products SDL aims to have a predictable frequency for releasing Version Releases and Cumulative Updates in order to assist customers in planning their SDL product release upgrades. SDL aims at the following release frequency:

- Version Release (Major or Minor):
  - Content Products: Major releases every 18 to 24 months, minor releases every 9-12 months
  - Language Technology: Major releases every 18 to 24 months, minor releases every 6-12 months
- Cumulative Update: released every 6 to 9 months (subject to need)
- Hot Fix: on demand and subject to explicit decision

Note: Both major and minor are considered version releases and could contain platform updates, functional changes, architectural changes, etc. We do not differentiate in what can be in there. The difference is determined by the potential customer impact (determined by Product Management):

- Minor Version: Small impact, "easy" upgrade
- Major Version: API changes, a lot of functionality added. Significant amount of regression expected

This frequency is subject to change at SDL's discretion.

# Language Technology and Content Product Support

## Product Lifecycle Support Stages

SDL Products advance through the following stages during their Product release lifecycle:

### Fully Supported

These releases are actively sold, fully supported and are upgraded through Cumulative Updates on a regular basis and Hot Fixes are provided when necessary. Version Releases (for example Release 8.5) will be in this stage for a duration of 2 years from release date.

### Limited Support

A versioned release enters Limited Support when a new version is released. In this support stage, SDL will continue issuing Hot Fixes for defects, and – if required – Cumulative Updates. SDL will not accept product enhancement requests anymore, and the platform support matrix will not be changed.

Versions Releases will remain in this stage for a duration of at least 2 years. Subject to SDL's discretion SDL may continue the term of the Limited Support Stage.

### Extended Support

No further Service Patches or general Hot Fixes will be issued. Support will be given on a **best effort basis**. *Note: Access to this stage will require an additional support agreement between SDL customer support and the customer to be have been agreed.*

### Retired

Retired products are no longer supported directly by SDL, ONLY Community Support is available.



Type of Support	Fully Supported	Limited Support	Extended Support* (optional)	Retired
Access to online Knowledgebase and Documentation (where available)	✓	✓	✓	✓
Security-related updates	✓	✓	✓	✗
Open support tickets	✓	✓	✓	✗
Defects/Hot Fixes	✓	✓	✗	✗
Request to change product design and features	✓	✗	✗	✗

\*Extended Support applies to SDL's Content Products (**ONLY**) and offers a "best effort" class of service in relation to any of the support types check marked in the table above.

## Product Support Statement

SDL reserves the right to further continue support. SDL will provide the customer with a 6 month notice period of any future changes to support status for its products.

### Content Products

Release Status	Release Version	Support Statement
Active Release	Current Major Release	Fully Supported
Mature Release	Current Major Release - 1	Limited Support
Mature Release	Current Major Release - 2	Limited Support
Abated Release	Current Major Release - 3	Extended Support
Retired Release	Current Major Release - 4	End of Life

Note: For SDL Tridion 2013 support statement parameters, refer to Appendix 2.

### Language Technology Products

Release Status	Release Version	Support Statement
Active Release	Current major release	Fully Supported
Mature Release	Current major Release - 1	Limited Support
Retired Release	Current major Release - 2	End of Life

## Appendix: 1

### Content Products

- SDL Web (8.1.1 & 8.5): Web Content Management Solution (WCM)
- Knowledge Center: Component Content Management Solution (CCMS)

### Language Technology Products

- Translation Management Solutions (TMS 2011 SP6 – TMS 11.x) and World Server (WS 10.4.X – WS 11.X)

## Appendix: 2

Milestone	
Standard Support	SDL will continue issuing Hot Fixes for defects. SDL will not accept Product enhancement requests on this release. The platform support matrix will not be changed nor will updates be made to these platforms. Access to customer support + SDL Community + online product documentation is included.
Extended Support	No further Service Patches or general Hot Fixes will be issued. Support will be given on a <u>best effort basis</u> . <i>Note: Access to this stage will require an additional support agreement between SDL customer support and the customer to be have been agreed.</i>
Retired	Retired products that are no longer supported by the SDL Support Organization <u>ONLY</u> Community Support is available.

### Tridion 2013 SP1 HR1\* Product Support Parameters

\* SDL reserves the right to further continue support on this release.



SDL (LSE: SDL) is the global innovator in language translation technology, services and content management. For more than 20 years, SDL has transformed business results by enabling nuanced digital experiences with customers across the globe so they can create personalized connections anywhere and on any device. Are you in the know? Find out more at [SDL.com](https://www.sdl.com).

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