

Esri Product Life Cycle Policy

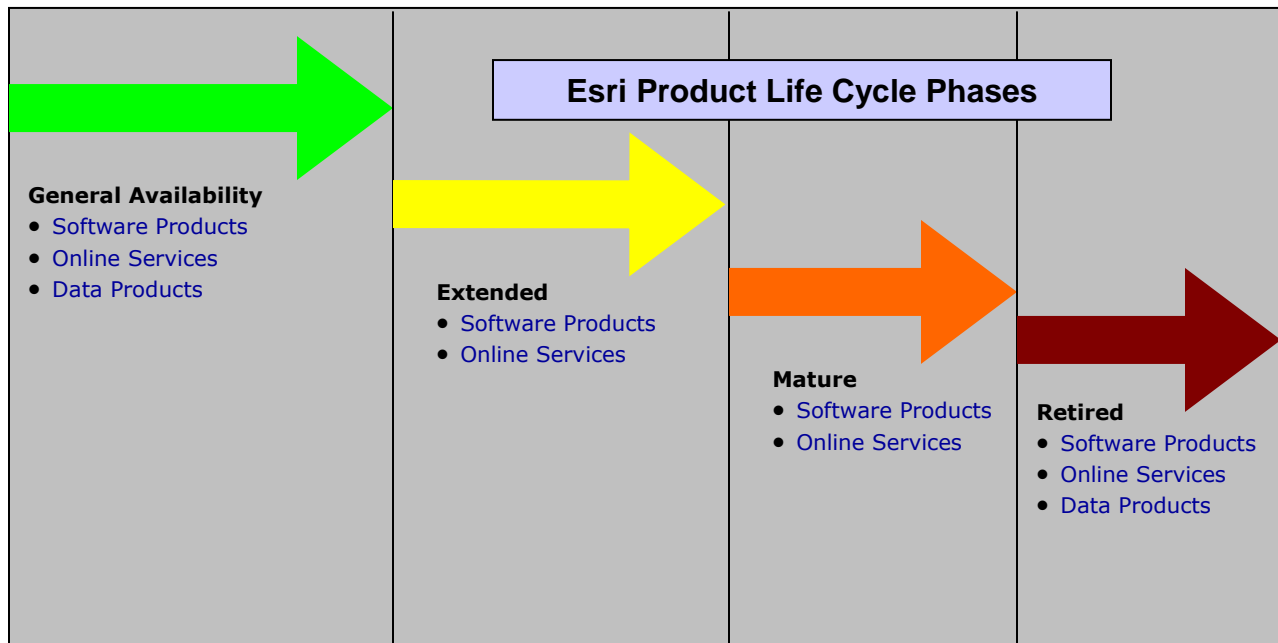
The Product Life Cycle Policy is designed to communicate to Esri users the software and technical support resources available during a product's life span and to provide advance notification of changes to available support options. This document outlines the 4 different phases of ESRI's Product Life Cycle. Having the knowledge about and understanding of Esri's Product Life Cycle Plan will help you develop your product plans, including your migration and transition strategies.

Note: This plan does not impact a user's right or ability to use any of the software products; it only applies to the availability of software and technical support resources.

Product Life Cycle Phases and Support Definitions

The life cycle of Esri's software products, online services, and data products has four phases:

- **General Availability**
- **Extended**
- **Mature**
- **Retired**



Software Products

General Availability Phase

General Availability software products are currently shipping products. General Availability products are fully supported.

Software Support

- Software patches and hot fixes will be provided when warranted.
- New environment certification—when a major new version of an operating system, database, or Web server is released during the General Availability phase of an Esri product, Esri will test this new environment with the General Availability release and provide test result information on its online resource center.

Technical Support

- Phone and chat support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

We encourage users to begin all new projects with General Availability products and move/upgrade existing applications to these products as soon as possible.

Extended Phase

The Extended phase of a product version usually starts three months after a new major release of that product has become generally available unless otherwise stated. For example, ArcGIS 9.3.1 would move to the Extended phase three months after the release of ArcGIS 10. The three-month overlap takes into account the shipping time for the physical media of the new release to reach the majority of our users worldwide.

Once a product enters the Extended phase, users can expect the following:

Software Support

- Software patches and hot fixes will be provided when warranted.
- Esri will not certify new environments for products in the Extended phase.

Technical Support

- Phone and chat support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Existing customers contemplating moving/upgrading their environment should also consider an Esri product upgrade as appropriate. Customers with products in the

Extended phase are encouraged to start planning their move/upgrade to a General Availability product.

Mature Phase

The Mature phase starts when the Extended phase ends. An Extended phase product moves to the Mature phase when a new major release of the product becomes available unless otherwise stated. This general rule does not apply to all products. In particular, products that do not have frequent updates (e.g., ArcInfo) may enter the Mature phase even when no new version has been released.

Once a product enters the Mature phase, users can expect the following:

Software Support

- Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environments will not be certified for the Mature phase.

Technical Support

- Phone and chat support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

The Mature phase will last 12 months from the date of announcement unless otherwise stated to provide users with enough time to move/upgrade their environment. Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

Retired Phase

After 12 months in the Mature phase or at a previously announced time, a product will be retired and will enter the Retired phase.

Once a product enters the Retired phase, the product will no longer be available for purchase and users can expect the following:

Software Support

- No new patches or hot fixes will be available.
- ESRI will not certify any new environment.

Technical Support

- Users will no longer have access to technical support through direct phone, fax, chat, or e-mail request.
- E-mail requests posted through the online support center will not be answered. Access to very limited support will be provided in the form of the online support center including knowledge base, supported environment, downloads, and discussion forums.
- Although the online information will remain available to users, this information will not be updated. Users, however, will be able to browse existing documents.

Typically, products in the Retired phase will not work correctly in new environments. Esri will not attempt to either determine whether a Retired product will work in a new environment or actually make it work in a new environment.

Online Services

The online services life cycle plan is designed to communicate to Esri users when ArcGIS Online Services are no longer updated or are being retired. Having the knowledge about and understanding of these life cycle plans will help you develop your product plans, including your migration and transition strategies.

General Availability Phase

An online service is in the General Availability phase as soon as it is live.

Online Service Support

- Services are actively updated and maintained.
- New environment certification—when a major new version of ArcGIS is released during the General Availability phase, Esri will test it with the General Availability services and provide test result information on its online support center.
- Before services are moved to the Extended phase, at least six months' notice will be given.

Technical Support

- Phone and chat support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Extended Phase

When an online service previously in the General Availability phase is no longer being updated, the Extended phase starts.

Once a product enters the Extended phase, users can expect the following:

Online Service Support

- Services continue to be hosted by ArcGIS Online.
- Services are no longer updated.
- Esri reserves the right to change the URL to these services with at least six months' notice.
- No new environment certification will be provided.
- Before services are moved to the Mature phase, at least six months' notice will be given.

Technical Support

- Phone support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.

Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Mature Phase

Once an online service has been in the Extended phase for at least six months and a projected retirement date has been determined, the service is moved to the Mature phase.

Online Service Support

- No new environment certification will be provided.
- At least six months notice will be given for services moving from the Mature phase to the Retired phase.

Technical Support

- Phone support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Retired Phase

Services have been removed from ArcGIS Online, and the services are no longer available or supported.

Data Products

General Availability Phase

General Availability data products are currently shipping products. General Availability products are fully supported.

Software Support

- New environment certification—when a major new version of an operating system, database, or Web server is released during the General Availability phase of an Esri product, Esri will test this new environment with the General Availability release and provide test result information on its online resource center when appropriate.

Technical Support

- Phone and chat support will be available between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only. (International users should contact their local distributors.)
- Support can be requested via fax and e-mail 24/7.
- Access to online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

We encourage users to begin all new projects with General Availability products and upgrade existing applications to these products as soon as possible.

Retired Phase

A data product is in the Retired phase three months after the general availability of a new version unless otherwise stated. General Availability products are the currently shipping products.

Once a product enters the Retired phase, the product will no longer be available for purchase and users can expect the following:

Technical Support

- Access to very limited support will be provided in the form of the online support resources—knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.
- Although the online information will remain available to users, this information will not be updated. Users, however, will be able to browse existing documents.
- Users will no longer have access to technical support through direct phone, chat, fax, or e-mail request.
- E-mail requests posted through the online support center will not be answered.

Typically, older products in the Retired phase will not work correctly in new environments. Esri will not attempt to either determine whether a Retired product will work in a new environment or actually make it work in a new environment.

Transition Announcements

Esri will announce product life cycle support transitions on its online resource center. At each new release of a product, Esri will reevaluate the life cycle phase of the product's previous versions and announce the status of the previous versions in the [Product Life Cycle section of the resource center Web site](#). Esri may also announce transitions outside of a specific release event.

Life Cycle Support Status for Esri Products

The life cycle support status for all Esri software products can be found at <http://resources.arcgis.com/content/product-life-cycles>.