

Raynet Software Lifecycle



Application	Version	General Availability	End of Standard Lifecycle	End of Extended Lifecycle	Lifecycle as of Today
RMSi	11.0	2018-Jun	2020-Jun*	2022-Jun*	Standard Lifecycle
RMSi	10.6	2016-Dec	2018-Dec	2020-Dec	Extended Lifecycle
RMSi	10.5	2016-Jan	2018-Jan	2020-Jan	Extended Lifecycle
RMSi	10.4	2014-May	2016-May	2018-May	EOL
RMSi	10.3	2014-Feb	2016-Feb	2018-Feb	EOL
RMSi	10.2	2013-Nov	2015-Nov	2017-Nov	EOL
RMSi	10.1	2013-Aug	2015-Aug	2017-Apr	EOL
RMS	10.0	2013-Apr	2015-Apr	2017-Apr	EOL
EDS	9.0.2	2012-Jun	2014-Dec	2015-Jan	EOL
EDS	9.0	2012-Jun	2014-Jun	2015-Jan	EOL
EDS	8.6.0	2011-Dec	2013-Dec	2015-Jan	EOL
EDS	8.5.0	2011-Jul	2013-Jul	2015-Jan	EOL
EDS	8.4.0	2010-Dec	2012-Dec	2015-Jan	EOL
EDS	8.3.0	2010-Aug	2012-Aug	2015-Jan	EOL
EDS	8.2.3	2010-Jun	2012-Jun	2015-Jan	EOL
EDS	8.2.2	2010-Mar	2012-Mar	2015-Jan	EOL
EDS	8.1.1	2009-Jun	2012-Mar	2015-Jan	EOL
EDS	8.1	2009-May	2012-Apr	2014-Apr	EOL
EDS	8	2008-Nov	2011-Nov	2013-Nov	EOL
EDS	7.9.4	2008-Mar	2011-Mar	2013-Mar	EOL
EDS	7.9.3	2008-Jan	2011-Jan	2013-Jan	EOL
EDS	7.8.6	2007-Aug	2010-Aug	2012-Aug	EOL
EDS	7.8.5	2007-May	2010-May	2012-May	EOL

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RayVentory	11.0	2018-Jun	2020-Jun*	2022-Jun*	Standard Lifecycle
RayVentory	10.6	2016-Dec	2018-Dec	2020-Dec	Extended Lifecycle
RayVentory	10.5	2016-Jan	2018-Jan	2020-Jan	Extended Lifecycle
RayVentory	10.4	2015-Jan	2017-Jan	2019-Jan	EOL
RayVentory	10.2	2014-Jan	2016-Jan	2018-Jan	EOL

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RayPack Studio	6.1.x	2019-May	2021-May*	2023-May*	Standard Lifecycle
RayPack Studio	6.0.x	2018-Dec	2020-Dec	2022-Dec	Standard Lifecycle
RayPack Studio	5.2.x	2018-Apr	2020-Apr	2022-Apr	Standard Lifecycle
RayPack Studio	5.1.x	2017-Dec	2019-Dec	2021-Dec	Standard Lifecycle

Application	Version	General Availability	End of Standard Lifecycle	End of Extended Lifecycle	Lifecycle as of Today
RayFlow	6.0.x	2019-May	2021-May*	2023-May*	Standard Lifecycle
RayFlow	5.2.x	2018-Apr	2020-Apr	2022-Apr	Standard Lifecycle
RayFlow	5.0.x	2017-Jul	2019-Jul	2021-Jul	Standard Lifecycle
RayFlow	4.1.x	2017-Jan	2019-Jan	2021-Jan	Extended Lifecycle
RayFlow	4.0.x	2016-June	2018-Jun	2020-Jun	Extended Lifecycle
RayFlow	2.1.x	2016-Feb	2018-Feb	2020-Feb	Extended Lifecycle
RayFlow	2.0.x	2015-Aug	2017-Aug	2019-Aug	Extended Lifecycle
RayFlow	1.11.x	2015-Feb	2017-Feb	2019-Feb	EOL
RayFlow	1.10.x	2015-Jan	2017-Jan	2019-Jan	EOL
RayFlow	1.6.x	2014-Mar	2016-Mar	2018-Mar	EOL

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Packaging Suite	5.0.x	2017-Jul	2019-Jul	2021-Jul	Standard Lifecycle
Packaging Suite	4.1.x	2017-Jan	2019-Jan	2021-Jan	Extended Lifecycle
Packaging Suite	4.0.x	2016-Jun	2018-Jun	2020-Jun	Extended Lifecycle

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RayPack	4.0.x	2016-June	2018-Jun	2020-Jun	Extended Lifecycle
RayPack	2.1.x	2016-Feb	2018-Feb	2020-Feb	Extended Lifecycle
RayPack	2.0.x	2015-Aug	2017-Aug	2019-Aug	Extended Lifecycle
RayPack	1.4.x	2015-Mar	2017-Mar	2019-Mar	EOL
RayPack	1.3.x	2014-Dec	2016-Dec	2018-Dec	EOL
RayPack	1.2.x	2014-Sep	2016-Sep	2018-Sep	EOL
RayPack	1.1.x	2014-June	2016-June	2018-June	EOL
RayPack	1.0.x	2014-Mar	2016-Mar	2018-Mar	EOL

Application	Version	General Availability	End of Standard Lifecycle	End of Extended Lifecycle	Lifecycle as of Today
RayEval	4.0.x	2016-Jun	2018-Jun	2020-Jun	Extended Lifecycle
RayEval	2.3.x	2015-Dec	2017-Dec	2019-Dec	Extended Lifecycle
RayEval	2.2.x	2015-May	2017-May	2019-May	EOL
RayEval	2.1.x	2014-Oct	2016-Oct	2018-Oct	EOL
RayEval	2.0.x	2014-Mar	2016-Mar	2018-Mar	EOL
RayEval	1.0.x	2012-Aug	2014-Jul	2016-Aug	EOL

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Application	Version	General Availability	End of Standard Lifecycle	End of Extended Lifecycle	Lifecycle as of Today
RayQC	4.0.x	2016-Jun	2018-Jun	2020-Jun	Extended Lifecycle
RayQC	2.2.x	2016-Mar	2018-Mar	2020-Mar	Extended Lifecycle
RayQC	2.1.x	2015-Sep	2017-Sep	2019-Sep	Extended Lifecycle
RayQC	2.0.x	2015-May	2017-May	2019-May	EOL
RayQC	1.5.x	2014-Oct	2016-Oct	2018-Oct	EOL
RayQC	1.0.x	2013-Dec	2015-Dec	2017-Dec	EOL

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RayQC Advanced	4.0.x	2016-Jun	2018-Jun	2020-Jun	Extended Lifecycle
RayQC Advanced	2.2.x	2016-Mar	2018-Mar	2020-Mar	Extended Lifecycle
RayQC Advanced	2.1.x	2015-Sep	2017-Sep	2019-Sep	Extended Lifecycle

Raynet Software Lifecycle



Raynet provides support and maintenance during the stated time periods for each of the releases of each of its products, the "lifecycle".

The lifecycle allows customers and partners to effectively plan, deploy and support Raynet Software products. Each Raynet product lifecycle identifies the various levels of maintenance for each release of such product over a total period of at least four (4) years. Dates marked with an asterisk (*) indicates that these are only rough estimated dates, because these are the latest released version.

Raynet provides updates at its discretion, where such updates are aggregated as a service pack, minor release or individually as a hot fix. Updates may contain security fixes, bug fixes or feature enhancements. Raynet Software may release any update independent of customer reported issues.

Details

The following table illustrates what falls under software maintenance during each phase of the lifecycle:

	Standard	Extended^a
Issues Resolution	Yes	Yes ^b
Critical Security Updates	Yes	No
Support	Yes	Yes
Knowledge Base Access	Yes	Yes
Forum	Yes	Yes
Access to Hot Fixes	Yes	Yes
Access to Documentation	Yes	Yes

a – Extended support may be purchased at an additional fee (contact Sales)

b – Critical priorities only

1. Support access depends on the maintenance level purchased. Details of maintenance and support services are provided as part of Raynet maintenance plan.
2. Raynet may choose to address issues with a significant business impact for the customer through a hot fix. Each hot fix shall be subject to the same lifecycle as that of the release it applies to.
3. Raynet may provide enhancements with new releases at its discretion.

Standard Lifecycle

Provided a customer is current with maintenance or subscription, standard product support shall be provided for each released version for at least two (2) years. Product support includes hot fixes and patches for software defects that materially prevents product use and any available workarounds for other non-critical software defects.

During the Standard lifecycle and at its discretion, Raynet (i) may fix bugs in a current release and deliver it as a hot fix; or (ii) may schedule bug fixes in a future release. Customers that are current with maintenance may request support for any severity level issues.

Extended Support

Provided a product qualifies for extended support and the customer is current with extended maintenance, extended support starts immediately at the end of Standard Support and continues for two (2) years (as determined by Raynet at its discretion). Extended Support includes email and hot-line support, problem investigation, and problem resolution recommendations based on existing knowledge and existing supported product releases and patches. During the Extended Support phase, Raynet may provide qualified updates of critical priority at its discretion.

Prematurely End of Services

Raynet may at its discretion decide to prematurely announce an End of Life date that is contrary to the 4 years of service life rule if there is no customer with an active maintenance contract using that specific version.

Lifecycle Dates

All future dates mentioned for "End of Standard Lifecycle" and "End of Extended Support" are close approximations and subject to change. Dates mentioned in this document are always end of month unless noted otherwise.