SystemTools Software End of Life and Support Policy

Overview

SystemTools Software strives to stay ahead of current and emerging Microsoft Windows ™ technologies to make sure our products will continue working the way you expect them to. The resulting new solutions and feature modifications often lead to a need for discontinuing older software versions as well as products. SystemTools Software End of Life (EOL) process and support policies are described below.

SystemTools is known throughout the industry for providing great support to address any issues or answer any questions that you may have. Our support staff are obviously more familiar with current features and issues. By using more recent versions, we are better able to support and help you quickly, effectively, and with less disruption.

SystemTools Software provides updates at its discretion, where such updates are aggregated as a new software release. Updates may contain bug fixes and/or feature enhancements.

New Software Releases

SystemTools Software intends, but does not guarantee, to release two new versions of Hyena per year. An example of a new release for Hyena would be v11.0, v11.2, v12.0. New releases can contain a combination of new features, enhancements, and bug fixes.

Patch Releases

Patches are only produced for the current Hyena version. Since this is a patch to the current released version, the patch itself does not have a separate EOL period. Once a new patch is posted, it will immediately displace the previous download. An example of a Patch Release for Hyena v13.2 would be v13.2.1 (Rev 'B'), v13.2.2 (Rev 'C'), etc. Patches for any release version are incorporated into the next new software release.

End of Life Policy

SystemTools Software supports (see support policy below) all software versions for two (2) years after the first iteration of that version was released (for example, we support Hyena v12.0.x for 2 years after Hyena v12.0.0 was released). Software support expiration dates can be found at http://systemtools.com/hyena/download.htm.

Support Policy

SystemTools Software support includes web-based support through the SystemTools Support Center. For versions that are supported, customers can raise issues via http://www.systemtoolssupport.com/index.php.

If a bug is discovered, it may require your license to be upgraded to the version which includes the fix, depending on when the bug was originally addressed. Note that bug fixes are generally *not* applied to previously released versions; bug fixes are only applied to the current release through a patch release, or in some cases in the next new release.

Software Maintenance

Software maintenance covers software product updates for the corresponding software license. Refer to the *End User License Agreement for* specific terms of agreement. After the active maintenance period expires, the software will continue to function, but you may not be able to download and install software updates (including bug fixes).

Customers are responsible for administering and upgrading their own installations. SystemTools Support will provide guidance on how to do this, but we will not be able to provide step by step maintenance and installation.

Non-supported Features and Functions

Due to changes in the underlying Windows operating system components and difficulty in duplicating customer environments, SystemTools Support is unable to provide support for the following areas:

- Remote Control features that rely on the included STRCM utility, as well as the 'shadowing' option available when using Terminal Services.

- DFS options

- Any function that relies optionally upon the Windows browse list.

- Issues arising from using a non-Windows operating system, such as Samba-compatible devices.