

## BlueCielo ECM Solutions Lifecycle Policy



InnoCielo Product Lifecycle and Windows Operating System support

policy

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## Introduction

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This document describes how BlueCielo ECM Solutions (formerly Cyco Software) supports:

- Older versions of its products, and how and when we communicate to our channel about status changes of certain versions.
- The various Microsoft Windows operating system versions now and in the future.

## Intended audience

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Employees, partners and end-users of BlueCielo ECM Solutions.

## InnoCielo Product Lifecycle Policy

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### 1.1 Policy description

BlueCielo releases new versions on a regular basis, based on product roadmaps and release planning.

In order to have proper resources available for end-users of these new versions, BlueCielo at a certain moment stops in a phased manner supporting older versions. The phasing makes it possible for our users to plan for change and/or upgrades.

Unless specifically stated otherwise, this policy is valid and final for all resellers and end-users. The policy does not make any distinction between levels of support, SLA's and partner program membership.

Typically, a product/version will become "EoL Announced" when a subsequent version has been released. For example:

- When AutoManager 2004 was released: AutoManager 2003 became "EoL Announced";
- When AutoManager 2005 was released: AutoManager 2003 became "EoL Initiated" and AutoManager 2004 became "EoL Announced".

Over time, with new versions being released, older versions slide into the next phase.

## 1.2 End of Life status overview per June 2007

EoL status	Product / Version	Description
Pre-release	Any not released version	Version is not released yet and therefore not supported. Please enter issues in IRS which will be forwarded to product management.
<b>Full Support</b>	<b>AutoManager 2007</b>	<b>Fully supported, service level depends on partner program membership.</b> EoL Announced status expected Q2 2008.
EoL Announced	AutoManager 2006	BlueCielo intends to stop supporting this version. EoL Initiated status per Q2 2008.
EoL Initiated	AutoManager 2005	This version is supported in a limited way only. No fixes will be made available. Support is limited to answering questions and offering possible workaround solutions. EoL per Q2 2008.
EoL	AutoManager 2004 and older versions	This version is no longer supported in any way. Paid consultancy is available on request.

Table 1: June 2007 End of Life status overview

## Windows Operating System support policy

### 1.3 Objective

Microsoft releases new versions of their Windows operating system once every few years and also phases out older versions at a similar rate. Microsoft has formalized this policy in the [Microsoft Support Lifecycle](#).

It is BlueCielo's general policy to only support current Windows versions, as testing and supporting InnoCielo products for specific Windows versions requires a considerable amount of time and resources. This general policy is detailed below for planning purposes by our customers and resellers.

In order to make it predictable for our resellers and end-users which versions of Windows are supported by BlueCielo and until when, we defined this policy.

### 1.4 Policy description

For Business and Development software Microsoft has generalized the lifecycle for business products into three phases (<http://support.microsoft.com/gp/lifecycle>):

1. Mainstream support phase. This phase typically lasts 5 years, but for most Windows Operating Systems this phase will extend to 2 years after the next version is released.
2. Extended support phase (5 years)
3. Online self-help support (>1 years)

Specific dates for these phases per product can be found through this page: <http://support.microsoft.com/select/?target=lifecycle>.

BlueCielo intends to support Windows operating systems during their Mainstream and Extended support phases. Once an operating system enters the Self-help support phase it is no longer supported by BlueCielo<sup>1</sup>. In this phase it will not be possible to get support from BlueCielo other than through the BlueCielo Knowledge Bases.

The table on the next page lists the current versions of Windows and the relevant dates.

<sup>1</sup> Changes in the Extended Support phase retirement date by Microsoft announced less than six months before the originally scheduled retirement date will not necessarily be followed by BlueCielo.

Unless specifically stated otherwise, this policy is valid and final for all resellers and end-users. The policy does not make any distinction between levels of support, SLA's and partner program membership.

Support for Service Packs is not part of this policy. For each version of InnoCielo software specific Service Pack or additional requirements may apply depending on the version of Windows it is intended to be used on. These specific requirements are documented in the Release Notes for that InnoCielo version.

### 1.5 Windows Operating System support status per June 2007

<b>Windows version</b>	<b>Microsoft Mainstream Support Retired</b>	<b>Microsoft Extended Support Retired</b>	<b>BlueCielo Support Ends</b>
Windows NT Workstation 4.0	June 30, 2002	June 30, 2004	June 30, 2004
Windows NT Server 4.0	December 31, 2002	December 31, 2004	June 30, 2005
Windows 2000 Professional	June 30, 2005	<i>Expected July 13, 2010</i>	<i>Expected July 13, 2010</i>
Windows 2000 Server	June 30, 2005	<i>Expected July 13, 2010</i>	<i>Expected July 13, 2010</i>
Windows XP Professional	<i>Expected April 14, 2009</i>	<i>Expected April 8, 2014</i>	<i>Expected Q2 2014</i>
Windows Server 2003	<i>Expected Q4 2009</i>	<i>Expected Q4 2014</i>	<i>Expected Q4 2014</i>
Windows Vista	<i>Expected April 10, 2012</i>	<i>Expected April 11, 2017</i>	<i>Expected Q2 2017</i>

Table 2: June 2007 Windows Operating Support status overview



## Taking EDM to the Enterprise

### BlueCielo ECM Solutions

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BlueCielo ECM Solutions (formerly Cyco Software) provides Engineering Content Management (ECM) solutions for multiple vertical industries, including utilities, oil & gas, petrochemical, pharmaceutical, government, transportation and process and discrete manufacturing. BlueCielo has over two decades of industry experience with more than 275,000 users in 50+ countries worldwide. The company has offices in the USA, UK, Russia, Germany, and The Netherlands and an extensive global network of established partners. BlueCielo ensures a high level of service and support on a truly worldwide scale for its leading software solutions InnoCielo Meridian Enterprise and InnoCielo Teamwork (formerly AutoManager Meridian and AutoManager TeamWork).

### Questions?

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For further information on this subject or about BlueCielo, please feel free to contact us by phone, email [info@bluecieloecm.com](mailto:info@bluecieloecm.com) or visit our websites.

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