



IntelliCorp Product Version Support Policy

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IntelliCorp products move through a defined support lifecycle following their release. Different levels of support are available at different stages in the lifecycle. The lifecycle comprises three stages: Active, Extended and Unsupported. Active applies to all generally available product releases. Extended covers the provision of support for older product releases.

In general:

- IntelliCorp supports the current and previous release of each product.
- The previous release of a product is supported for at least six months following a new generally available release.
- Critical issues will be resolved through the release of a hot fix for the generally available release of a product.
- All fixes will be made generally available via electronic download
- IntelliCorp may decide to extend the Active and/or Extended support stages for a particular product version at any time.

Lifecycle Stage	Shipping Status	Technical Support	Critical Issues
Active	Available for shipment	Respond to all inquiries	Hot fixes will be created for critical issues
Extended	No longer available for shipment	Respond to all inquiries	Hot fixes for critical issues will be created for the latest product release. Hot fixes for earlier releases may be available at additional cost.
Unsupported	No longer available for shipment	Respond to inquiries according to support capabilities	No hot fixes available for critical issues

The following tables indicate the lifecycle stage of every IntelliCorp product release. The expected support termination date is listed for product versions in the Extended lifecycle stage. Only the most recently Unsupported release is shown. Older releases are also Unsupported unless detailed.

Application Lifecycle Management

Product	Support Stage	Expected Support Termination
LiveCompare		
LiveCompare 2.2.0	Active	
LiveCompare 2.1.0	Extended	March 2010
LiveCompare 2008 2.0.0	Extended	December 2009
LiveCompare 2008 1.1.0	Unsupported	

Business Process Management

Product	Support Stage	Expected Support Termination
IC NetProcess		
LiveModel 2008 2.1.2	Active	
LiveModel 2008 2.1.1	Extended	December 2009
LiveModel 2008 2.1.0	Unsupported	

Data Management

Product	Support Stage	Expected Support Termination
DataWorks		
DataWorks 1.1	Active	
DataWorks 1.0	Unsupported	
LivInterface1		
LivInterface 11	Unsupported	
LivInterface WebSphere MQ-Series Adapter		
LIMQ-Adapter 2007	Active	
LIMQ-Adapter 11	Unsupported	
eBizExpress		
eBizExpress 2007	Active	
eBizExpress 11	Unsupported	

1 LivInterface has been renamed DataWorks. The upgrade path from LivInterface to DataWorks is the same as a traditional version upgrade of LivInterface.