



End-of-Life Policy

Overview

SolarWinds reserves the right to discontinue software products or specific software versions due to product obsolescence or new software releases that provide customers with enhanced functionality. This End-of-Life (EOL) Policy defines the terms and conditions and timeframes for which changes to Maintenance will occur following an End-of-Life Announcement. An End-of-Life Announcement will communicate dates for End-of-Engineering (EOE) and Maintenance.

Technical Support for discontinued software products or versions will only be provided to customers who purchased Maintenance prior to the removal of the product from the SolarWinds price list. Customer will generally be allowed to renew their Maintenance agreements up to the last year that Maintenance is available from Solarwinds for any Major release. However, customers will not be able to renew their Maintenance agreements after the End-of-Life (EOL) date. SolarWinds reserves the right to reduce or amend Maintenance offerings available for renewal under this policy at any time, with or without notice.

End of Life (EOL) Timeline – Software

			GA Date SW Version Released & Supported	EOE Date	1 Year after EOE Date
Software Version Release (GA)					
EOL Announcement (3 mo. prior to EOE)					
End of Engineering (EOE)					
Technical Support					

Policy Definitions

End of Life Announcement

An End of Life Announcement marks the beginning of the EOL life cycle. The EOL Announcement will precede the End of Engineering (EOE) date by up to 90 days.

End of Engineering

Solarwinds reserves the right to cease engineering support for its product releases after two subsequent Major releases (“End of Engineering” (EOE)). Prior to the EOE date, Solarwinds engineering will support the software release with service releases, bug fixes, workarounds, or patches for critical bugs reported through Technical Support. When any product release reaches the EOE date, it will no longer be actively supported by Engineering, but may continue

to be supported by the Technical Support group. However, Technical Support will not include any bug fixes or feature additions to products that are classified as EOE.

Maintenance

Maintenance means Technical Support and any enhancements, additions, corrections or modifications to the Solarwinds products that Solarwinds makes generally available to Customers including but not limited to bug fixes, major releases, minor releases and service releases.

Technical Support

Technical Support is provided by the SolarWinds Technical Support group. Solarwinds will typically provide Technical Support for software products for two Major releases.

During this period, Technical Support will provide phone and email support, will communicate bug fix requirements to engineering before EOE, perform license resets, and will attempt to provide workarounds beyond the EOE period. Technical Support will be provided for one year after the EOE date. Support does not include any bug fixes or feature additions to products that are classified as EOE.

End of Life

The End of Life (EOL) date is the date when all Maintenance and engineering (for software product or software version) ceases.

Version Definitions

- A **Major release** is signified by a change to the number on the left of the version's decimal point, e.g. 7.1 to 8.0.
- A **Minor release** is signified by a change to the first number on the right of the version's decimal point, e.g. 7.1 to 7.2.
- A **Service release** is signified by a change to the number on the right of the version's 2nd decimal point, e.g. 7.0.1 to 7.0.2.

Supported Versions

Engineering support (before EOE) applies only to the **current major version and the previous major version** of each product. SolarWinds reserves the right to make bug fixes, patches, license resets, and service releases available only for the current version of any product. You may need to upgrade to a newer version before applying a patch, fix, or service release, or requesting a license reset.