

ArcFM™ Solution Product Life Cycle Support Status

The Product Life Cycle Support Policy is designed to help communicate to ArcFM Solution users the technical support resources available during a product's life span and to provide advanced notification of planned changes to available support options. Read more about this in our Product Life Cycle Support Policy below.

Notes:

- ArcFM Solution includes the following products: ArcFM, Designer, Designer Express, Designer Staker, ArcFM Viewer, Responder, ArcFM Viewer for ArcGIS Engine, ArcFM Server, GDB Replication, and Geodatabase Manager. ArcFM Solution also includes these extensions: Conduit Manager, Network Adapter, Inspector, and Redliner Extension.
- ArcFM Silverlight has a separate release schedule from the main ArcFM Solution. Its Product Life Cycle will match up with the most recent main ArcFM Solution release. For example, ArcFM Silverlight 2.2 will move to Extended Support when 10.0 does, and ArcFM Silverlight 2.3 will synchronize with ArcFM Solution 10.1.
- The ArcFM Solution extensions carry the same Product Life Cycle as the main ArcFM Solution products.
- All patches and quick fixes available for a particular version have the same support status as the version they address.
- Dates listed in a support column provide the date on which the product entered that support level, or the anticipated date that the product will enter that support level.
- Per the Telvent Maintenance and Support Policy (<http://www.telvent-gis.com/support/maintenance.shtml>), Telvent does not provide patches for any service packs or revisions other than the most current/recent and only for versions in the "General Availability" or "Extended Support" phases.

Version	Release Date	General Availability	Extended Support	Mature Support	Retired	Notes
Silverlight 2.2	Dec 2011	X				
10.0	Jan 2011	X				Includes ArcFM 10.0.1 SP1, 10.0.2, and 10.0.3.
9.3.1	Feb 2010		X			
9.3	July 2008		X			Includes ArcFM 9.3 SP1 and 9.3 Rev2. ArcFM 9.3 SP1 has already been matured.
9.2	Apr 2007			X		Includes ArcFM 9.2 and 9.2.1.
9.1	May 2005				X	This version and all previous versions are retired versions.

System Requirements for the General Availability Version:

Please refer to our website for System Requirements: <http://www.telvent-gis.com/support/versions.shtml>

Hardware Requirements

Please refer to the following ESRI website for hardware requirements: <http://support.esri.com>

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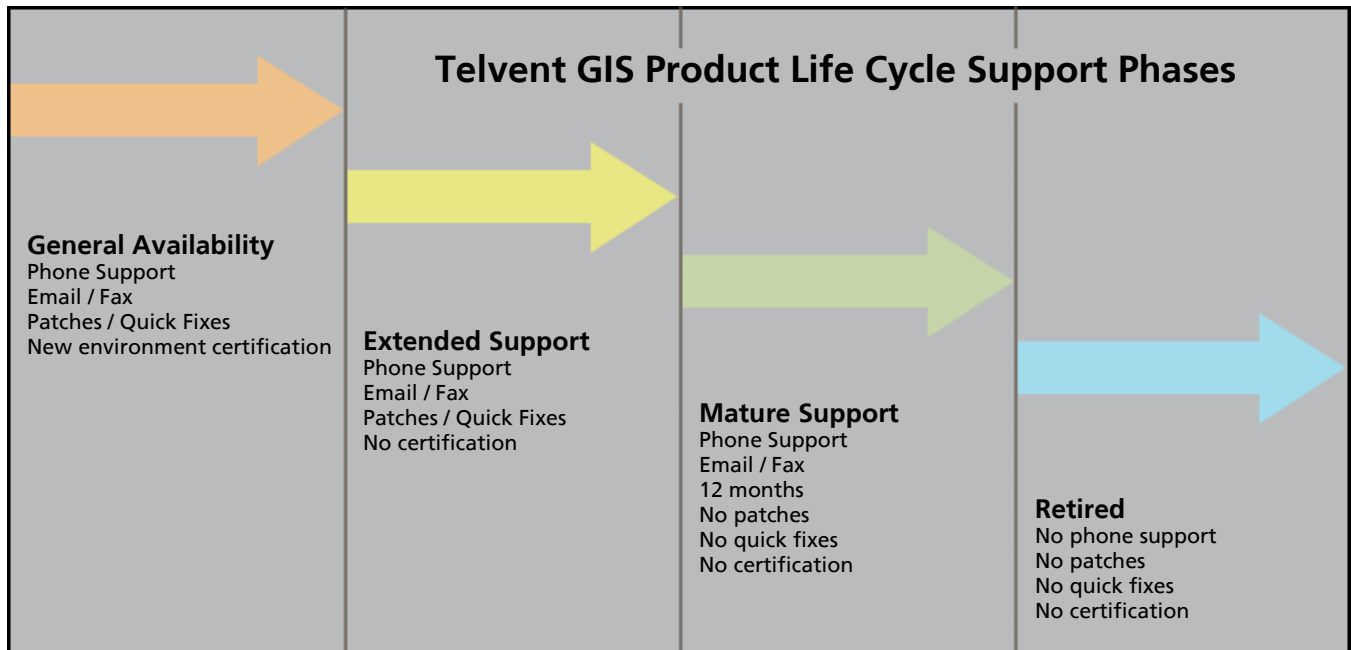
This document outlines the four different Support phases of Telvent’s GIS Product Life Cycle. Telvent synchronizes support life cycle changes with the correlating ESRI ArcGIS version life cycle. This information is intended to help you develop your product plans including migration and transition strategies with the knowledge and understanding of our Product Life Cycle Support plans.

Note: The Product Life Cycle Support Policy does not impact a user’s right or ability to use any of the software products; it only applies to support availability.

Product Life Cycle Support Phases and Definitions

Telvent GIS Product Life Cycle Support Policy has four phases:

1. General Availability
2. Extended Support
3. Mature Support
4. Retired



1. General Availability Phase:

A product is in General Availability phase as soon as it is released to ship. General Availability products are the currently shipping products. General Availability products are fully supported.

Support includes:

- Phone support between 8:00AM and 5:00PM (MST) Monday through Friday - US only. (International users need to contact their local distributors)
- 24x7 email request and customer support portal (<http://tmm.ebsuite.com/supportlogin.jsp>)
- Software patches and quick fixes when warranted
- New environment certification – when a major new release of an operating system, database, or web browser is released during the General Availability phase of an ArcFM Solution product, Telvent will test this new environment with the General Availability release.

We encourage users to begin all new projects with General Availability products and to migrate existing applications to these products as soon as possible.

2. Extended Support Phase:

The Extended Support phase usually starts for a product previously in the General Availability phase three months after a new major release of the product becomes generally available. For example, ArcFM Solution 9.1.2 transitioned to the Extended Support Phase at least three months after ArcGIS 9.2 started shipping. The three months overlap takes into account the shipping time for a new release. It takes about three months for the majority of our users worldwide to receive a new release.

Once a product enters Extended Support, a user can expect the following support:

- Phone support between 8:00AM and 5:00PM (MST) Monday through Friday - US only. (International users need to contact their local distributors)
- 24x7 email request and customer support portal (<http://tmm.ebsuite.com/supportlogin.jsp>)
- Software patches and quick fixes when warranted

Telvent will not certify new environments for products in this Extended Support phase. If an existing customer is contemplating migrating their environment then they should also consider an ArcFM Solution product migration as appropriate. Customers with products in the Extended Support phase are encouraged to start planning their migration to a General Availability product.

3. Mature Support phase:

The Mature Support phase starts when the Extended Support Phase ends. As a general rule, an Extended Support phase product moves to the Mature Support phase when a new major release of the product becomes available. For example, once ArcGIS 9.2 began shipping, ArcFM Solution 9.1 entered Extended Support and the ArcFM Solution 9.0.1 release entered the Mature Support phase. This general rule does not apply to all products. In particular, products that do not have frequent updates may enter the Mature Support phase even when no new version has been released.

Once a product enters Mature Support, a user can expect the following support:

- Phone support between 8:00AM and 5:00PM (MST) Monday through Friday - US only. (International users need to contact their local distributors)
- 24x7 email request and customer support portal (<http://tmm.ebsuite.com/supportlogin.jsp>)

Telvent will not provide any further patches and quick fixes for products that have reached the Mature Support phase. New environments will not be certified for Mature Support phase.

The Mature Support phase will last 12 months from date of announcement unless otherwise stated at announcement time to provide users with enough time to migrate their environment. Customers with Mature Support products should be actively migrating their applications to General Availability products.

4. Retired phase:

When a product version has entered the Retired phase, users will no longer have access to technical support through direct phone, fax, or email request. No new patches or quick fixes will be available and Telvent will not certify any new environment. Typically, older products in the Retired phase will not work correctly under new environments. Telvent will not make any attempt to determine whether a Retired product will work in a new environment or to actually make it work in a new environment.

ESRI Product Life Cycle Status

The Life Cycle Support status for each of the ESRI products can be found at:

<http://support.esri.com/index.cfm?fa=knowledgebase.productLifeCycles.gateway>