Rocket software

Rocket® MultiValue Product Lifecycle (PLC) 2025 FAQ

When will the new MV PLC go into effect?

October 1, 2026

I'm on a version older than seven years. Will my maintenance be cancelled?

Starting October 1, 2026, any customer using a version in End of Version Life (EOVL) status will have a three-year transition period to upgrade to a current General Availability (GA) version. During this transition, all EOVL versions will move to Upgrade Support (EOLS). In addition to standard maintenance costs, a 25% annual legacy version charge will apply throughout this three-year period.

What are the benefits of this new lifecycle?

Customers gain clarity and consistency that will help you manage budgets, reduce risk, and keep your systems secure and compliant. You'll know exactly how long each release is supported and have clear upgrade paths.

What is a legacy version charge?

The legacy version charge is an additional charge applied to customers running a software version that is past its GA support period. It ensures continued access to critical maintenance and limited support while planning an upgrade.

Why is there an extra charge for older versions?

- Specialized support: Older versions require dedicated engineering resources that are harder to maintain.
- Higher risk: Legacy systems are more complex, making issues harder and costlier to resolve.
- Operational overhead: Maintaining labs, documentation, and processes for unsupported versions adds cost.

How does the new MV Product Lifecycle align with industry lifecycle standards?

The new MV Lifecycle mirrors the approach taken by leading database vendors like Oracle, Microsoft, IBM, and MongoDB. It provides a predictable progression — General Availability, limited support, and upgrade support — so you can plan with confidence, reduce risk, and protect your investments.

Does this mean I won't get fixes or new features?

Correct. The legacy version charge provides access to critical support and risk mitigation. But older versions will not receive new features or general fixes beyond essential security updates (if available).

How can I avoid paying the legacy charge?

Upgrading to a GA version ensures full support, new features, and a lower maintenance cost — eliminating the legacy version charge.

Where can I view the PLC for my software?

See the MV PLC Handbook document.

Will Oct 1, 2026 be the standard PLC stage change date for all products?

All new releases will follow the standard MV PLC policy from their GA date. Versions that are classified as End of Version Life (EOVL) on or after October 1, 2026, will remain in Upgrade Support (EOLS) within RBC until December 31, 2029. Review the MultiValue Products - Lifecycle Matrix section of the MV PLC Handbook for full details on PLC stage transition dates.

Is the product lifecycle different for non-chargeable products like MVIS?

Most non-chargeable products are subject to the standard product lifecycle and will eventually reach End of Version Life (EOVL). Review the MultiValue Products - Lifecycle Matrix section of the MV PLC Handbook.

What if I stay on a version classified as End of Version Life (EOVL) after the transition period and need assistance in the future?

You will need to repurchase licenses and upgrade to a newer version. Contact Support for upgrade path options and consult the Upgrade Best Practices guide.

What if I let my maintenance lapse but am on a GA, Limited Support, or Upgrade Support version?

You will need to pay a maintenance reinstatement fee, including legacy version charge (if you're not on a GA version), to receive support or be able to upgrade.

I have questions on how the new PLC impacts my agreement. Who can I talk to?

Your sales manager or account executive can provide information on agreement terms and PLC impacts.

Are there any product version exceptions to this new policy?

See the MV PLC Handbook for product version exceptions or contact your sales manager.

What if we have various servers running different versions? How is the legacy version charge applied?

Each server will have its own serial number. The PLC status for a serial number is determined by the version of the MV software that server is running. The legacy version charge is applied based on the PLC status for each serial number.

Do disaster recovery and QA environment licenses fall under the PLC policy?

If a license is subject to a maintenance fee, then the legacy version charge would apply.

Will legacy version charges be included on renewal quotes automatically?

Yes, on renewal quotes with a renewals date on or after October 1st, 2026.

What's the best way to determine the version of my database?

In Rocket® UniVerse ".L RELLEVEL". In Rocket® UniData® "!udt -revno?". In Rocket® jBASE® "jdiag -v". Also, see the Upgrade Best Practices document.

What can I do in advance to start preparing for an upgrade?

See the Upgrade Best Practices document.

When should I order a version upgrade for my license?

While planning and testing upgrades all customers should first obtain eval licenses. When ready to go live you would order a version upgrade to your actual serial number (license).

What is the process for obtaining a time-limited evaluation license for the new version?

You can request an Eval license via your RBC portal login. Once you log in to RBC, choose 'RBC Documentation' from the 'Resources' menu then click on the link for ordering an evaluation license.

How can I gain an understanding of known incompatibilities between my current release and the latest release?

Contact Support for recommendations on upgrade paths, taking into account historical product changes and best practices.

Aside from differences in versions of my MV Platform, how can I gain a better understanding of the OS-Level dependencies and differences that will impact my upgrade?

Contact Support for assistance with OS-Level dependencies and differences between MV product versions.

Aside from the documentation, what free resources are available from Rocket to help us assess our upgrade path?

Rocket MV offers a free Discovery Assessment to help customers identify challenges and opportunities for improvement and modernization. Additionally, Sales Engineering and Support can provide guidance on upgrades.

Where can I see the features and benefits differences between my current release and the latest release?

Product feature matrices are available for:

- Rocket® UniVerse.
- Rocket® UniData®.
- Rocket® jBASE®.

What materials explain the benefits of upgrading to my security team, auditors, and compliance teams to support my effort to upgrade my MV platform?

- Upgrade Best Practices.
- Rocket® UniVerse.
- Rocket® UniData®.
- Rocket® jBASE®.
- PLC handbook.
- Debunking upgrade myths.
- Value of Support.
- Business Continuity resources.

When we upgrade, will Rocket be available to support me on a weekend if necessary?

Yes, Rocket Support is available 24x7, 365. However, we encourage you to notify Support in advance of your planned go-live date.

Who can I contact if I need help performing an upgrade?

Rocket MV has an Upgrade Assistance service package available to customers who need help. Additionally, we have partners that provide upgrade assistance. Contact your sales manager for more information on service packages or partner referrals.

We want to perform our own upgrade. Does Rocket offer a 'guidance' package to help us plan and organize our project based on Rocket best practices?

Rocket can offer "assistance hours" through Customer Solutions Engineering (CSE) to help plan and organize your project based on best practices.

We are on Rocket® D3®. Would this be a good time to consider a migration to another MV platform rather than upgrading and migrating later?

Yes. Discuss your migration options with your sales manager.

How do we know if our current database and file structure is healthy prior to an upgrade and rehost?

A HealthCheck from Rocket Software MultiValue (MV) Professional Services can provide you with critical information about your Rocket MV (Rocket UniVerse, Rocket UniData, Rocket D3, and Rocket jBASE) products prior to an upgrade and rehost. Contact your sales rep for more information.

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