

## Rocket MV Product Lifecycle Status Policy

*Below is the standard Rocket MV lifecycle status policy. Rocket reserves the right to change this policy at any time.*

### End of Marketing (EOM)

Rocket Software is no longer actively marketing the product version to customers. Existing customers can acquire new or additional user licenses and maintenance on this version. Customers on maintenance are entitled to obtain product upgrades at no additional charge (if new versions are available). Full support is available to customers on maintenance. New hotfixes are limited. Dev may or may not have resources or environments for hotfix product production. Downloadable content remains available.

### End of Support (EOS)

Technical support is limited. Support may or may not have platform versions or product versions for problem reproduction. Existing customers can acquire new or additional user licenses and maintenance on this version. Customers on maintenance are entitled to obtain product upgrades at no additional charge (if new versions are available). New hotfixes are no longer available. Downloadable content is limited and may require management approval.

### End of Limited Support (EOLS)

The product version has been withdrawn from sales. Support is restricted and will not have an environment for problem reproduction. Maintenance remains available on this version and customers on maintenance are entitled to obtain product upgrades at no additional charge (if new versions are available). New or additional user licenses, hotfixes and downloadable content are no longer available.

### End of Life (EOL)

The product or product version is no longer available. New or additional licenses, maintenance, free upgrades, support, hotfixes and downloadable content are no longer available.

	Description	New Licenses (new serial #)	Maintenance	Entitlement to Upgrade	Support	New Hotfix Availability	Product Download Available
<b>General Availability (GA)</b>	Rocket is currently marketing this version.	Yes	Yes	Yes	Full	Yes	Yes
<b>End of Marketing (EOM)</b>	Rocket Software is no longer actively marketing this version	Yes – for existing customers	Yes	Yes	Full	<b>Limited</b>	Yes
<b>End of Support (EOS)</b>	<b>Limited - support may not have an environment for problem reproduction</b>	Yes – for existing customers	Yes	<b>Yes</b>	<b>Limited</b>	<b>No</b>	<b>Limited</b>
<b>End of Limited Support ** (EOLS)</b>	The product version has been withdrawn from sales. <b>Support is restricted and will not have an environment for problem reproduction</b>	<b>No</b>	Yes	<b>Yes</b>	<b>Best Effort</b>	<b>No</b>	<b>No</b>
<b>End of Life** (EOL)</b>	The product version can no longer be supported	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>

### Additional Resources

For more information on the options available at each stage of a product lifecycle, please refer to your Rocket Partner or DEU Handbook, available via [Rocket Business Connect](#).