

Enterprise Vault Product Lifecycle Policy

Effective 1 May 2026

Overview

The Enterprise Vault Product Lifecycle Policy (“**Policy**”), sometimes referred to as the End of Life (EOL) Policy, describes the sequence of phases our products go through from General Availability (GA) to full maturity and decline. The value of identifying the phases and applying timeframes, i.e. actual dates to each phase, allows Customers to plan their product upgrades and migrations, ensuring continuous support coverage throughout the process.

This Policy describes how the lifecycle of Enterprise Vault Products is handled.

The Policy provides a framework for the general methodology regarding Maintenance for all Enterprise Vault products. While it will aim for consistency, the Company reserves the right to deviate from the timelines and support offerings presented here based on various factors such as market conditions, inbound licensing restrictions, newly acquired product lines, emerging products, or the decision to discontinue (EOL) a product line as a whole at its sole discretion.

This document replaces all prior iterations and the Company reserves the right to revise these terms whenever necessary.

Enterprise Vault Products

To help realize the maximum value and return on investment from Enterprise Vault software products, it is strongly recommended that Customers adopt the latest releases. Upgrading the software ensures access to the most advanced functionality and performance improvements tailored for contemporary operations. Furthermore, maintaining current versions grants the highest level of support coverage, including comprehensive engineering assistance and technical guidance.

To explore the robust enhancements and new capabilities of our products, please visit <https://www.enterprisevault.com> and <https://downloads.enterprisevault.com>.

We understand that business constraints may delay upgrades to newer product releases. If a customer is running a version that is already out of the primary support phase, sustenance support can be requested while upgrade logistics are being worked out. Please note, however, that approval for sustenance support is at the company’s sole discretion.

Customers need to reach out to Account Executive or Renewal Sales Account Manager to explore these support options and secure the ongoing stability of vital business operations.

Product Lifecycle Phases

There are two phases during the Product Lifecycle of a software release: Primary and Sustaining.

- Primary Support Phase: 3 Years
- Sustaining Support Phase : 1 Year (at the Company's discretion)

Primary Support Phase

The **Primary Support Phase** of the product is in context of each major release. A Single Dot Release (x.x) is considered a major release. This phase spans a duration of three (3) years from the date of General Availability of the major release version. Double Dot Releases (x.x.x) are considered minor releases and follow the Product Lifecycle of their associated major release.

If Customers have an active support agreement during the Primary Support phase of the product version, they have the most complete level of support available, including bug fixes and patches for the software to establish or restore substantial conformity with the software's documentation.

Customers are strongly encouraged to upgrade to new releases to continually receive all the benefits of Primary Support and take advantage of the new functionality and enhancements of those new releases.

Sustaining Support Phase

The **Sustaining Support Phase** succeeds the Primary Support Phase, providing a critical buffer for Customers where immediate upgrade to new product releases is not feasible. This stage extends for a period of up to one (1) year after the end of the Primary Support Phase. Upon completion of this timeframe, the specific software release will reach its End of Support Life (EOSL). The final date for the Sustaining Phase (End of Support Life - EOSL) will be posted online.

Sustaining Support is offered at the Company's discretion. Once granted, Sustaining Support represents the final level of support that can be provided on a particular software release before no further support of any kind is available.

Sustaining Software Support extends some of the benefits of technical support. For Severity 1 issues, the focus is on service restoration or data retrieval. However, 24x7 Continuous Efforts are not available. The Company will use commercially reasonable efforts to address any support issues and will provide any existing bug fixes or patches, but no engineering assistance is available for new bug fixes, patches or security fixes on this version. In addition, the Company will likely have little to no support infrastructure for replicating any issues in-house. The Company may choose not to offer

Sustaining Software Support for certain products or certain software releases. In that event, the software release for that product will immediately reach its End of Support Life.

End of Support Life (EOSL)

The **End of Support Life** date is the point at which the software version has reached the end of its maturity, and the Company no longer offers support of any kind. Customers must upgrade to a newer, supported version to continue to receive technical support. The Company may, at its sole discretion, decide to end the life of an entire product line. If Customers have a current Maintenance agreement, they will be notified in advance of the End of Support Life date. Technical Support will no longer be available for this product following the End of Support Life date.

Characteristics by Product Lifecycle Phase

Detail	Primary Support Phase	Sustaining Support Phase
Timing	3 years, following General Availability (GA)	Up to 1 year, following the Primary Support Phase (at the Company's discretion)
Access to Technical Support	Continued	Continued
Level of Support	- Access to technical support. - Development of bug fixes. - Security fixes (at the Company's discretion). - Normal severity level support. - Standard support resources. - Standard support infrastructure.	- Continued access to technical support. - No new bug fixes (existing fixes remain available). - No new security fixes. - Severity 1 will focus on service restoration or data retrieval but 24x7 Continuous Efforts are not available. Severities 2-4 as normal. - Minimal support resources. - Minimal to no support infrastructure.

Product Lifecycle & Schedule

Details of Product Lifecycle for each release and associated key dates can be found on the **Enterprise Vault Product Lifecycle** page:

supportenterprisevault.cloud.com/support-home/kbsearch/article?articleNumber=1000766134