

ARCGIS PRODUCT LIFECYCLE SUPPORT POLICY OVERVIEW

The ArcGIS Product Life Cycle Support Policy provides customers with information regarding the level of technical and software support Esri will provide customers during the lifespan of a software product. The ArcGIS Product Lifecycle is a progression of life cycle phases starting with the initial release of a new software product (or a new version of a software product) and ending with the retirement of that version of the product. Each phase of the life cycle includes specific, but different, technical and software support.

Product life cycles also vary by the type of product. For example, most on premise software products go through a four phase life cycle, whereas online products usually have a three phase life cycle, and content products usually just follow a two phase cycle.

The Product Lifecycle Phases are described below as well as the technical and software support that is provided for products during each phase of the product life cycle.

ESRI PRODUCT LIFECYCLE POLICY

Product Lifecycle Phases

There are generally four phases to the product lifecycle.

- General Availability
- Extended
- Mature
- Retired

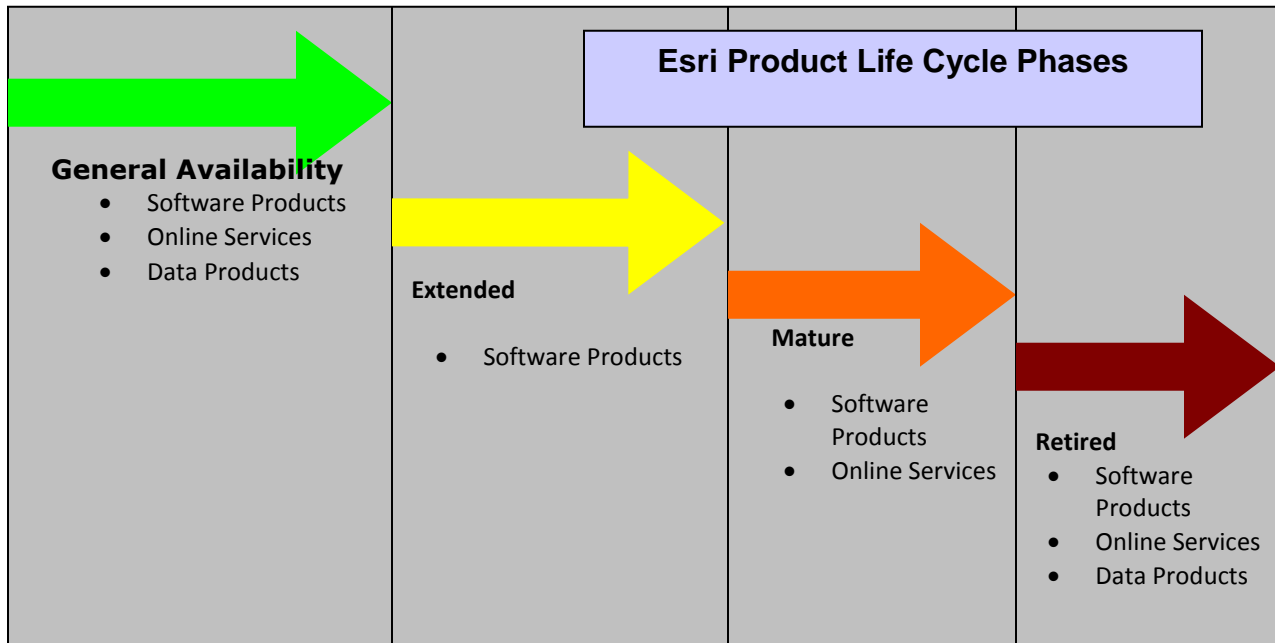
However, not all products will necessarily go through all four phases. For example,

- Software Products
 - Typically have four life cycle phases
 - Life cycle phases are calendar-based, in other words, each phase is exactly two years in duration
- Online Services Products
 - Typically have three life cycle phases
 - Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released
- Data Products

- Typically have two life cycle phases
- Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released

To review the life cycle for a specific product, please refer to the Product Life Cycle pages and select the product of interest. The Product Life Cycle Pages can be found at: http://support.esri.com/en/content/productlife_cycles.

The chart below shows the four phases of the product life cycle.



Calendar-based product life cycle

ArcGIS Software Products follow the calendar-based product life cycle. All calendar-based life cycle phases are two years in duration.

This means that every major release (version x.0) would start in the General Availability phase and would be in the General Availability phase for two years from the release date. At the end of two years, it would move into the Extended phase of the product life cycle.

Likewise, secondary version number releases (version x.x) would also start in the General Availability phase upon release and would stay in the General availability phase for two years before moving to the Extended phase.

However, tertiary version number releases (version x.x.x) would follow the life cycle of the major (or secondary) version number release that it follows. For

example, a version 5.0.1 release (a tertiary version number release) would be in the same life cycle phase as the 5.0 release (a major version number release), and thus the 5.0.1 release would move to the next life cycle phase synchronous with the 5.0 release.

The following is hypothetical example of how the calendar-based approach to the product life cycle support process works:

The following is an example of how the calendar-based approach to the product life cycle support process works:

Version	Release Date	General Support	Extended Support	Mature Support	Retired
10.2.1	Jan 7, 2014	Jan 2014 – July 2015	Aug 2015 – July 2017	Aug 2017 – July 2019	Aug 1, 2019
10.2	July 30, 2013	July 2013 – July 2015	Aug 2015 – July 2017	Aug 2017 – July 2019	Aug 1, 2019
10.1	June 11, 2012	June 2012 – Dec 2013	Jan 2014 – Dec 2015	Jan 2016 – Dec 2017	Jan 1, 2018
10.0	June 30, 2010	June 2010 – June 2012	July 2012 – Dec 2013	Jan 2014 – Dec 2015	Jan 1, 2016
9.3.1	April 2009	April 2009	June 2010	June 2012	Dec 2013

As mentioned, details about the life cycle for a particular product, please select the product on: <http://support.esri.com/en/content/productlifecycles>

SOFTWARE PRODUCTS

Software Products generally go through all four lifecycle phases. Software and technical support for each phase is described below.

General Availability Phase

For products in the General Availability phase, users can expect the following:

Software Support

- Software patches and hot fixes
 - Provided to customers to resolve significant issues discovered in the product release.

- New environment certification
 - When a major new version of an operating system, database, or web server is released during the General Availability phase of an Esri product, Esri will test this new environment with the Esri software product in the General Availability release phase and provide test result information on the online resource center.

Technical Support

- Phone and chat support
 - Available to customers, current on maintenance
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources
 - Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Users are encouraged to begin all new projects with Software Products in the General Availability lifecycle phase and move/upgrade existing applications to these products as soon as possible.

Extended Phase

Once a product enters the Extended lifecycle phase, users can expect the following:

Software Support

- Software patches and hot fixes
 - Provided to customers to resolve significant issues discovered in a product release.
- New environment certification
 - Esri will not certify major new versions of an operating system, database, or web server released during the Extended lifecycle phase of an Esri product. Customer may use Esri software products in the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Technical Support

- Phone and chat support
 - Available to customers, current on maintenance
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources
 - Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Existing customers contemplating moving/upgrading their environment should also consider upgrading their Esri product to a version that is currently in the General Availability Phase. Customers with products in the Extended phase are encouraged to start planning their move/upgrade to a General Availability product as soon as possible.

Mature Phase

Once a product enters the Mature phase, users can expect the following:

Software Support

- Software patches and hot fixes
 - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
 - Esri will not certify major new versions of an operating system, database, or web server released during the Mature lifecycle phase of an Esri product. Customer may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Technical Support

- Phone and chat support
 - Available to customers, current on maintenance
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.

- Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources
 - Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

Retired Phase

Once a product enters the Retired phase, the product will **no longer be available for purchase** and users can expect the following:

Software Support

- Software patches or hot fixes
 - Not available
- New environment certification
 - Not available

Technical Support

- Phone and chat support
 - Not available
- Web Form
 - Not available
- Online support resources
 - Access to very limited support will be provided through the online support center including knowledge base, supported environment, downloads, and discussion forums.
 - Although the online information will remain available to users, this information will not be updated for retired products. Users, however, will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

ONLINE SERVICES LIFECYCLE

Online Services Lifecycle generally have only three lifecycle phases. Software and technical support for each phase is described below.

General Availability Phase

For Online Services products in the General Availability phase, users can expect the following:

Online Service Support

- Online Services
 - Actively maintained and updated
- New environment certification
 - When a new version of ArcGIS is released during the General Availability phase, Esri will test this new release with the General Availability Online Services and provide test result information on the online resource center.
- Customers will be notified at least six months in advance before any Online Services are moved to the Extended phase.

Technical Support

- Phone and chat support
 - Available to customers, with a current subscription
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources
 - Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Mature Phase

Once a product enters the Mature phase, users can expect the following:

Online Service Support

- Online Services
 - Will continue to be available
 - Will not maintained or updated
- New environment certification
 - When a new version of ArcGIS is released during the General Availability phase, Esri will not test this new release with the Mature Phase Online Services.
- Customers will be notified at least six months in advance before any Online Services are moved to the Mature phase.

Technical Support

- Phone and chat support
 - Available to customers, with a current subscription
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources
 - Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Customers can continue to use Online Services during the Mature lifecycle phase, but are encouraged to start planning their move/upgrade to a General Availability Online Service(s) as soon as possible.

Retired Phase

Services have been removed from ArcGIS Online, and the services are no longer available or supported.

Online Service Support

- Online Service
 - Will no longer be available
- If reasonable under the circumstances, customers will be notified at least three months in advance before any Online Services are moved to the Retired phase.

Technical Support

- Phone and chat support
 - Not available
- Web Form
 - Not available
- Online support resources
 - Access to very limited support will be provided through the online support center including knowledge base, supported environment, downloads, and discussion forums.
 - Although the online information will remain available to users, this information will not be updated for retired products. Users, however, will be able to browse existing documents.

DATA PRODUCTS

Data Products generally have only two lifecycle phases. Software and technical support for each phase is described below.

General Availability Phase

For products in the General Availability phase, users can expect the following:

Data Support

- Data updates
 - Availability of updates is determined by the update program offered for each data product. Check the data product information page for details.

Technical Support

- Phone and chat support
 - Available to customers, with a current subscription
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Web Form
 - Support can be requested via Web Form 24/7.
- Online support resources

- Access to knowledge base, supported environment, downloads, and community content, such as user forums, galleries, ArcGIS Ideas and wiki.GIS.com.

Retired Phase

A data product is in the Retired phase three months after the general availability of a new version unless otherwise stated.

Once a product enters the Retired phase, the product will no longer be available for purchase and users can expect the following:

Data Support

1. Data updates
 - a. Customer can upgrade to the General Availability product.

Technical Support

2. Phone and chat support
 - a. Not available
3. Web Form
 - a. Not available
4. Online support resources
 - a. Access to very limited support will be provided through the online support center including knowledge base, supported environment, downloads, and discussion forums.
 - b. Although the online information will remain available to users, this information will not be updated for retired products. Users, however, will be able to browse existing documents.
5. Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

TRANSITION ANNOUNCEMENTS

Esri will announce product life cycle support transitions on its [Product Life Cycle pages](#). Esri may also announce transitions outside of a specific release event.

LIFE CYCLE SUPPORT STATUS FOR ESRI PRODUCTS

The life cycle support status for all Esri software products can be found at <http://support.esri.com/en/content/productlifecycles>.

