



SureSync End of Life (EOL) Policy

Last updated May 16, 2022

To better address the needs of our customers, Software Pursuits must develop and release new versions of existing products and plan for End of Life (EOL) for older versions.

We have published this End of Life and Support Policy document to aide customers with planning maintenance for our software. Customers should place Software Pursuits' products in their standard maintenance cycles to ensure the software stays current and in line with this policy.

This document explains the type of support services Software Pursuits will provide during a product's lifecycle.

Contacting Software Pursuits

Software Pursuits can be reached at:

Address

140 Chestnut Ln
San Mateo, CA 94403

Phone Numbers

Sales (United States): 1-800-367-4823
Sales (International): 1-650-372-0900 option 1
Technical Support: 1-650-372-0900 option 2

E-mail Address & Web

Sales: sales@softwarepursuits.com
Support: support@softwarepursuits.com
Knowledge Base: <https://kb.softwarepursuits.com>
Support Web: <https://www.softwarepursuits.com/support/suresync>

Understanding Types of Releases

Software Pursuits classifies releases in four ways.

Major Release

Major releases are designated by the first number in the version (8.x.x.x). Major releases include significant new functionality. In general, a major release is expected every 24 to 36 months.

Minor Release

Minor releases are designated by the second number in the version (8.1.x.x). Minor releases include fixes, enhancements and new features based on the major release. Minor release frequency can vary.

Maintenance Release

Maintenance releases are designated by the third number in the version (8.1.1.x). Maintenance releases include fixes, enhancements, and minor new functionality. Maintenance releases are expected every 2 to 3 months.

Bug Fixes/Internal Builds

At times, fixes are needed to address problems discovered in customer environments. These bug fixes are built into “internal builds.” These setups provide an easy way to deploy a fix. Internal builds are designated by the last number in the version (v8.1.1.1).

Support Periods for Releases

Full Support

The current major release is fully supported. Software Pursuits will assist customers in resolving usage and functionality issues with the software. This will include the publication of minor releases, maintenance releases and internal builds.

The EOL start date for any major release and its related minor and maintenance releases shall be the date of release of a new major release. For example, the EOL start date for SureSync 7 would start on the release date of SureSync 8. Software Pursuits will continue to provide full support for the EOL major release for 6 months from this date.

Partial Support

After the full support period for a version has elapsed, the level of support is reduced. Software Pursuits will continue to assist customers with usage issues. Usage issues include topics such as how to correctly configure the software and basic troubleshooting such as published knowledge base articles. The partial support period lasts for 6 months after the completion of the full support period. During this period, code changes to resolve issues are at Software Pursuits’ discretion. Necessary code changes will be made in the current major release and a customer must upgrade to obtain those fixes.

End of Life

Once the partial support period has passed, the release enters End of Life. A release in End of Life will receive no code changes, fixes or enhancements. Upgrading to a supported release is strongly recommended.

Understanding Maintenance Releases

All issues resolved in maintenance releases are documented in our Known Issues pages found at <https://www.softwarepursuits.com/support/suresync/version-history>. A customer should upgrade to the latest maintenance release as convenient to ensure access to all the latest fixes and enhancements.

If a customer is encountering an issue documented on the Known Issues page, the way to obtain the fix is to install the latest maintenance release.

A maintenance release is supported for 60 days from the date it is replaced by a newer maintenance release. At the discretion of the Software Pursuits development and support teams, a customer can be asked to update to a current maintenance release when diagnosing a technical issue. Software Pursuits understands the time commitment an update involves and does not request a customer to update unless the process is necessary to resolve the issue.

Support Status Table

This table details the current support status of our products

Product	Release Date	Full Support End	End of Life
SureSync 9	5/16/2022	To be determined	To be determined
SureSync 8	3/9/2016	1/1/2023	6/1/2023
SureSync 7	9/16/2013	3/16/2014	3/9/2017
SureSync 6	2/19/2010	8/19/2010	3/16/2014
SureSync 5	6/9/2006	12/9/2006	2/28/2011
SureSync 4	5/2/2002	11/2/2002	12/31/2007

Additional Information

Software Pursuits may update, revise, supplement, modify or amend this policy at any time. Revised versions of the policy will be published on the Software Pursuits web site.

This support policy does not apply to Software Pursuits mainframe products.