21ST CENTURY TECHNOLOGIES

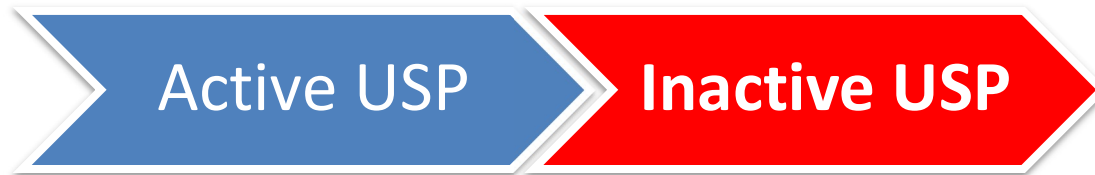# Glovius Lifecycle Support Policy

Glovius Lifecycle Support Policy

Glovius lifecycle support policy provides customers with information about Glovius support lifecycle in order for the customer to better define and plan their deployment and upgrade strategy for Glovius.

Glovius supports available for 3 categories.

Operating system support	3D file format support	Application suuport
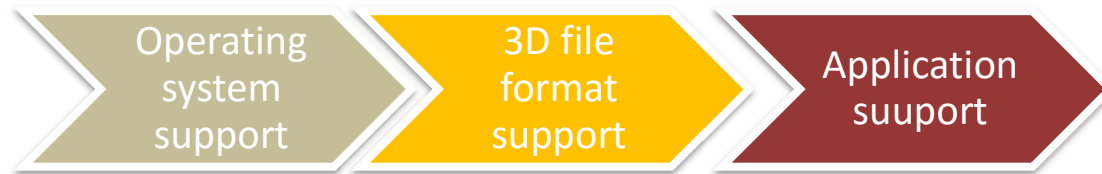
phases of product lifecycle support as described below.

Active USP	Inactive USP

Lifecycle Support

Active USP (Upgrade support plan)

General availability or full support phase starts when the Customer purchase the product. In this phase product's major release is generally made available to the customers. During this phase of the release customers can expect the following support and access to the latest software version provided they have an active USP (Upgrade Support Plan).

- Product Enhancements

- Bug fixes

- E-mail support

As Glovius is support importing of multiple CAD file, it is linked with General Availability of respective CAD supported by third-party toolkit which Glovius use. Once this version support available in toolkit new Glovius releases typically made available within 1-2 months based on Product Roadmap & Plan.

Usually there is 4 major version followed by 2 minor versions within a span of 12 months driven by Product Roadmap & Plan. Patch releases are provided in case any blocker issues have to be addressed.

Inactive USP

Once the product license enters in this phase for the customer, the product support will no longer be available for the specific customer. Customers will not get any bug fixes or maintenance releases or any enhancements requests during this phase.

Customer will get the notification via email & application prior 1month in advance for USP renewal.

Support & retirement matrix

categories	Support	Retired
Operating System	New operating system version will get supported in 2 months post official release done by OEM	Support will be available for 6 months once operating system version support retired by OEM
3D File format	New file version will get supported in 2 months post official release done by OEM, (*Timeframe will be depending on the criticality involve)	The support for the file format never ends , only the development on the retired versions by the OEMs is discontinued
Application support	Customers can expect the support and access to the latest software version provided they have an active USP	Products will be no available for maintenance & purchase