

Technical Support LifeCycle EOL/ESL/EOSL

Update on the changes

EOL : End Of Life

EOSL: End Of Support Life

ESL : Extended Support Lifecycle

Document Version 6.8.0

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Cut-Off Dates for EOL, EOSL and ESL

Product	Version	Release Date	EOL	EOSL	ESL
Ambience	2022	01 May 2022	01 May 2027	01 May 2032	01 May 2032
Ambience	2021	30 Apr 2021	30 Apr 2026	30 Apr 2031	30 Apr 2031
Ambience	2020	01 May 2020	01 May 2025	01 May 2030	01 May 2030
Ambience	4.6.x	01 Jan 2019	01 Jan 2024	01 Jan 2029	01 Jan 2029
Ambience	4.x.x	01 Apr 2015	01 Apr 2020	01 Apr 2025	01 Apr 2025
Repertoire	2022	01 Jun 2022	01 Jun 2027	01 Jun 2032	01 Jun 2032
Repertoire	8.10.0	01 Feb 2022	01 Feb 2027	01 Feb 2032	01 Feb 2032
Repertoire	8.8.0	18 Nov 2016	18 Nov 2023	18 Nov 2028	18 Nov 2028
Repertoire	8.7.x	17 Apr 2015	17 Apr 2020	17 Apr 2025	17 Apr 2025

* No patches/upgrades will be applied to all Akka libraries from 01 Sep 2023 onwards due to changes in Akka's commercial licensing terms: <https://www.lightbend.com/akka/license-faq>

POLICY DEFINITIONS

EOL: Cut-off date for accepting new support incidents for development of patches for bug fixes. Feature enhancements can be requested but the release schedule and version are at full discretion of Elixir. Releases will not be initiated after this date, except for bug fixes for customers on ESL.

ESL: Cut-off date for accepting new support incidents for development of patches for bug fixes to cover an extended period beyond EOL. Feature enhancements can be requested but the release schedule and version are at full discretion of Elixir. Releases will not be initiated after this date.

EOSL: Cut-off date for providing technical assistance to cover an extended period beyond EOL. Different from ESL, this support package does **NOT** include developing of patches. Instead, it is mainly to provide assistance in workarounds or in migrating to a supported version.

RELEASE DATE: Official date of release is based on the English version of the product. International versions are subjected to local partners' official release date for their respective versions. Alternate language builds may have been released on a different date.

Disclaimer: The information contained in the online policies and similar documents on this Web site represents the current view of Elixir Technology as of the date they are posted. Due to changing market conditions and adaptations needed to work with our customers and partners, these documents should not be interpreted as legally binding commitments, but rather as indicative documents subject to change occasionally. Similarly, we cannot guarantee that any information in such documents will be error-free or kept up to date after they are posted.

Migration Advisory

Customers using Elixir Ambience 3.x ~ 4.x/2020 ~ 2022 are advised to migrate/upgrade to Ambience 2023 as there will be no further patches/upgrades to the versions of Akka framework libraries from 01 Sep 2023 onwards due to changes in Akka's commercial licensing terms:

<https://www.lightbend.com/akka/license-faq>

What is the Akka framework?

Akka's messaging framework is used in Ambience 3.x ~ 4.x to send concurrent task messages within an application at runtime while Akka's HTTP libraries are used for web services in Ambience 2020 ~ 2022 .

The Akka framework will be fully replaced by Elixir's proprietary web services framework from Ambience 2023 onwards.

What if I choose to continue using Ambience 3.x ~ 4.x/2020 ~ 2022 after 01 Sep 2023 onwards?

Customers who choose to continue using Ambience 3.x ~ 4.x/2020 ~ 2022 can do so. However, there will be no further patches/upgrades to the Akka framework libraries from 01 Sep 2023 onwards.

Migration Paths for Ambience 4.x

Ambience 4.x

- Report module



Recommended migration

- Repertoire 2023 or
- Ambience 2023

Ambience 4.x

- Report module
- Ad Hoc module
- Dashboard module



Recommended migration

- Ambience 2023

Migration Paths Ambience 202x and Repertoire

Ambience 202x

- Any module



Recommended migration

- Ambience 2023

Repertoire (any version)

- Any module



Recommended migration

- Not affected by Akka, no upgrade needed

If Not Migrating

Ambience 4.x, 202x

- Any modules

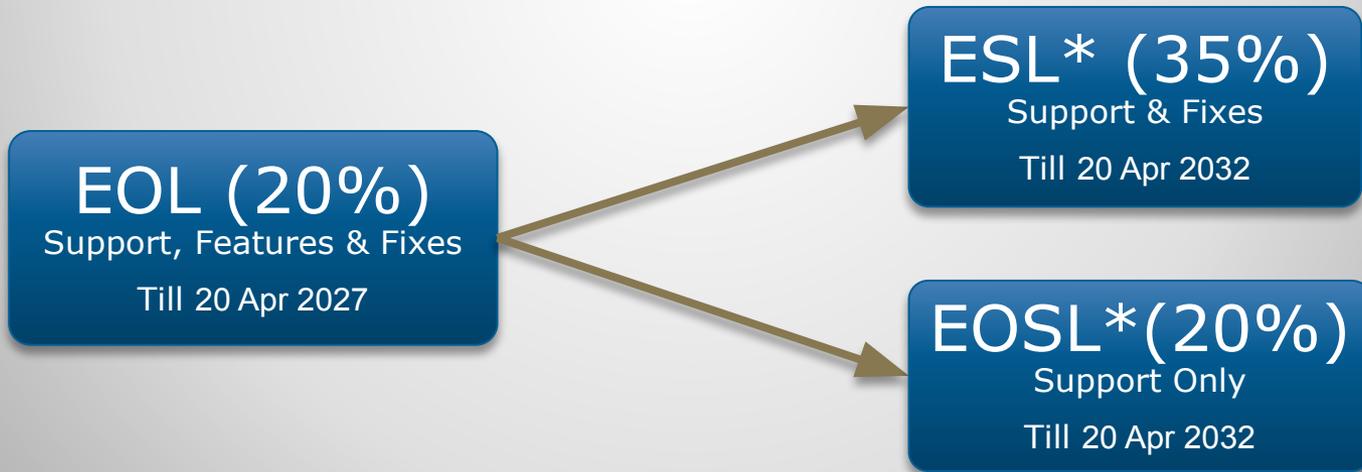


Not migrating

- No new Akka library upgrade/updates

Ambience Version 2022

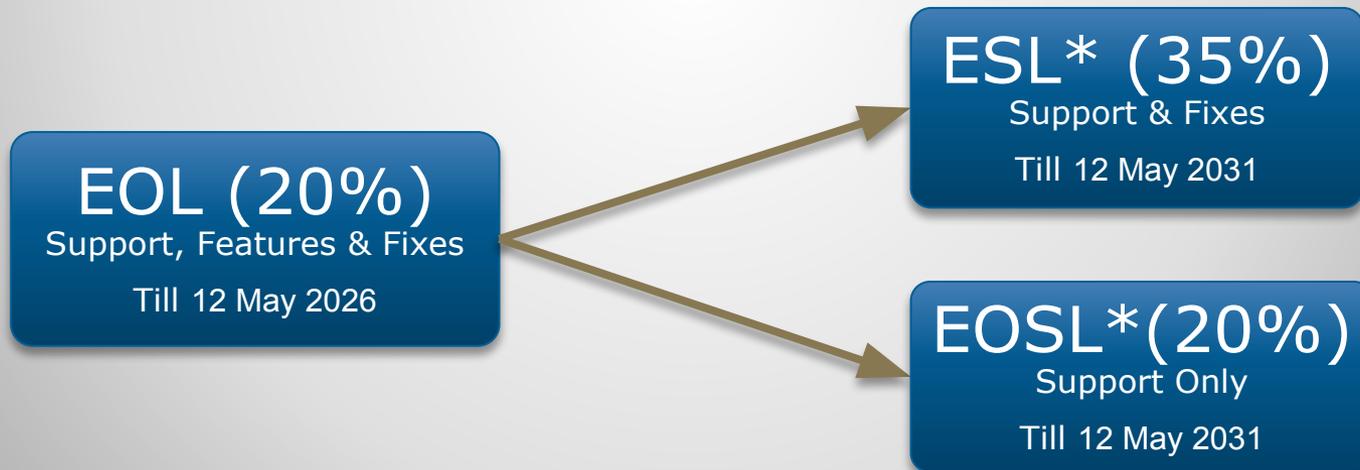
Support	EOL (20%)	ESL* (35%)	EOSL*(20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	20 Apr 2027	20 Apr 2032	20 Apr 2032
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



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Ambience Version 2021

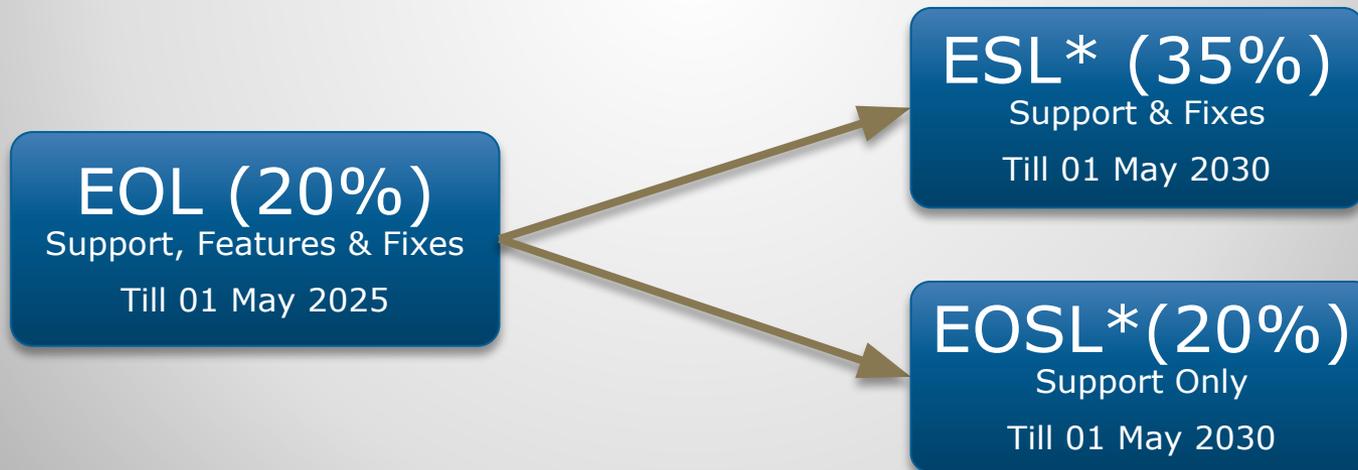
Support	EOL (20%)	ESL* (35%)	EOSL*(20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	12 May 2026	12 May 2031	12 May 2031
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



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Ambience Version 2020

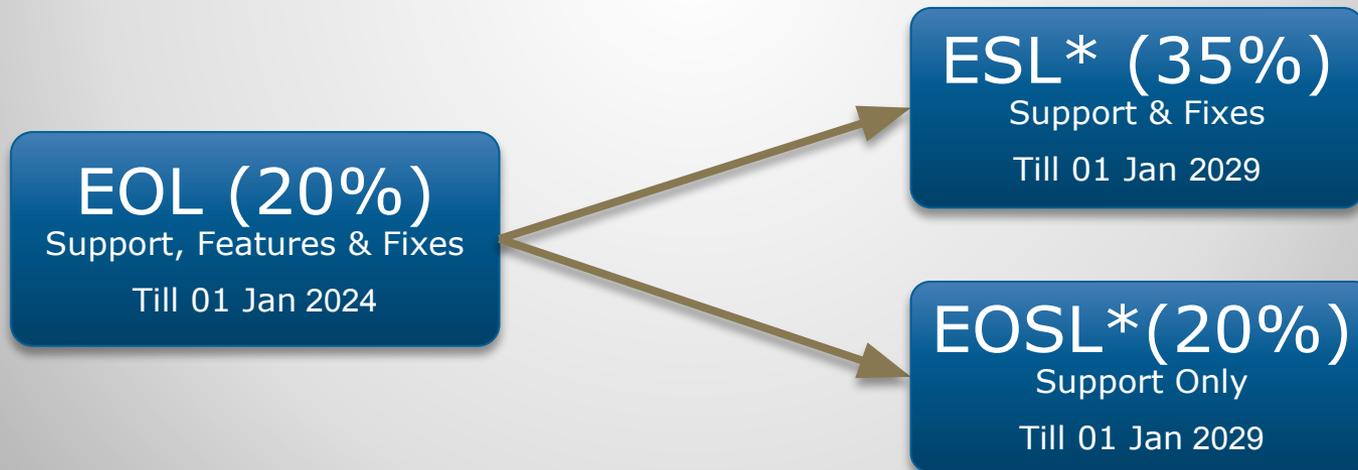
Support	EOL (20%)	ESL* (35%)	EOSL*(20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 May 2025	01 May 2030	01 May 2030
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



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Ambience Version 4.6.x

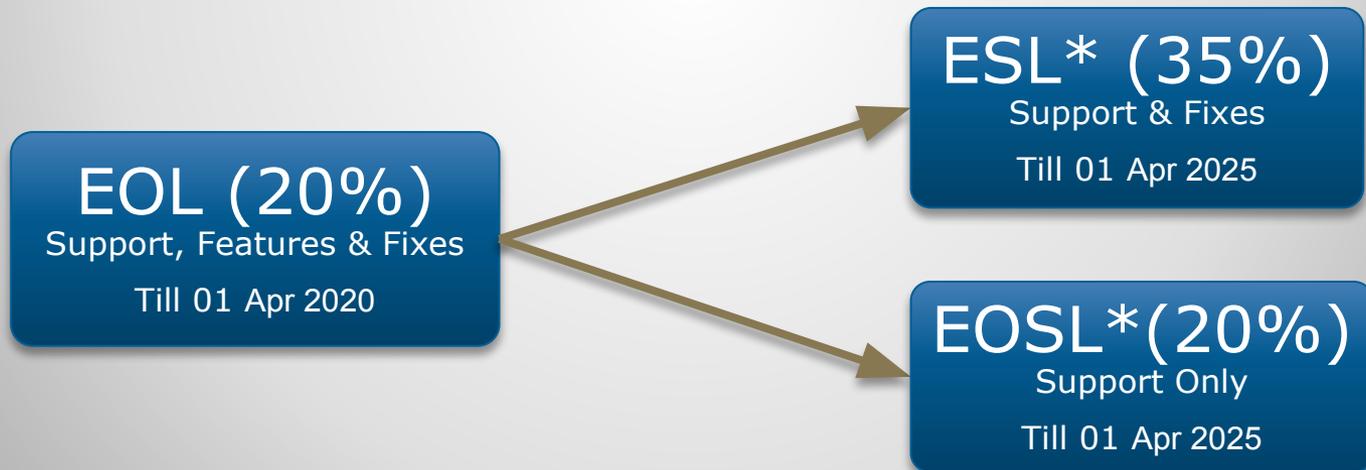
Support	EOL (20%)	ESL* (35%)	EOSL*(20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Jan 2024	01 Jan 2029	01 Jan 2029
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



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Ambience Version 4.x.x

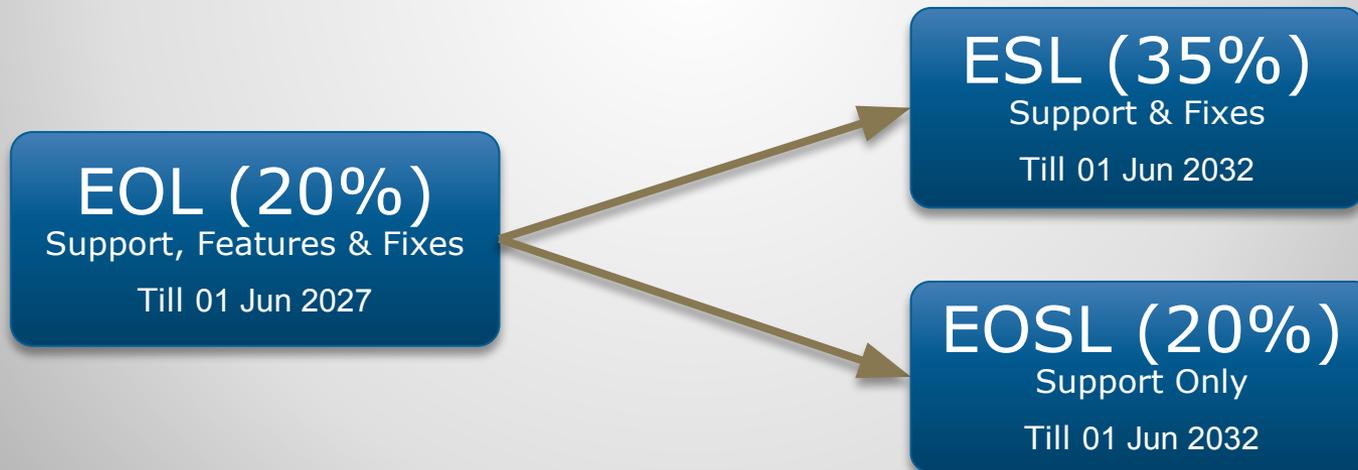
Support	EOL (20%)	ESL* (35%)	EOSL*(20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Apr 2020	01 Apr 2025	01 Apr 2025
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



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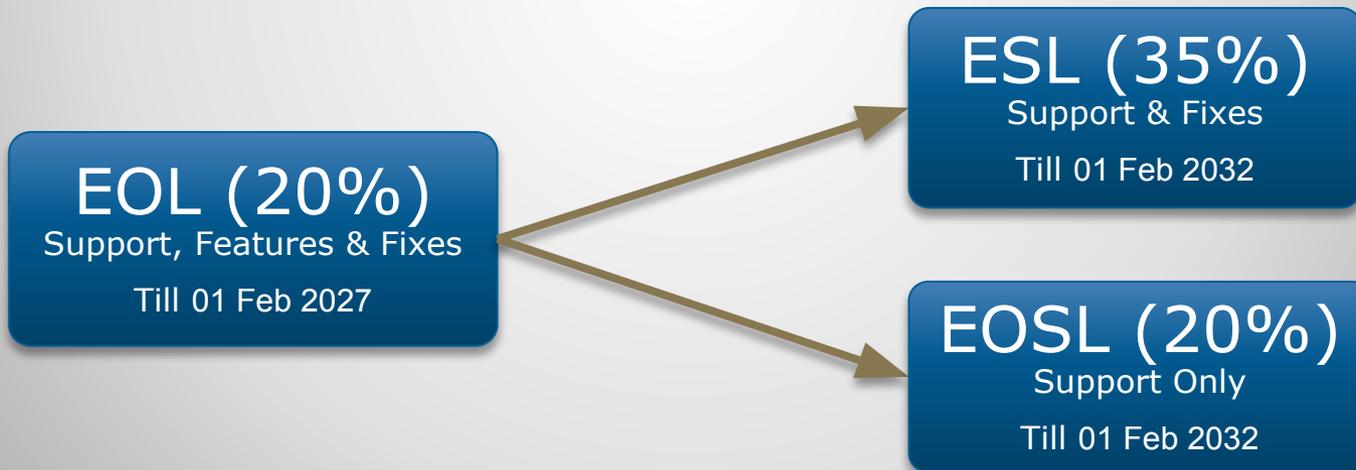
Repertoire Version 2022

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Jun 2027	01 Jun 2032	01 Jun 2032
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



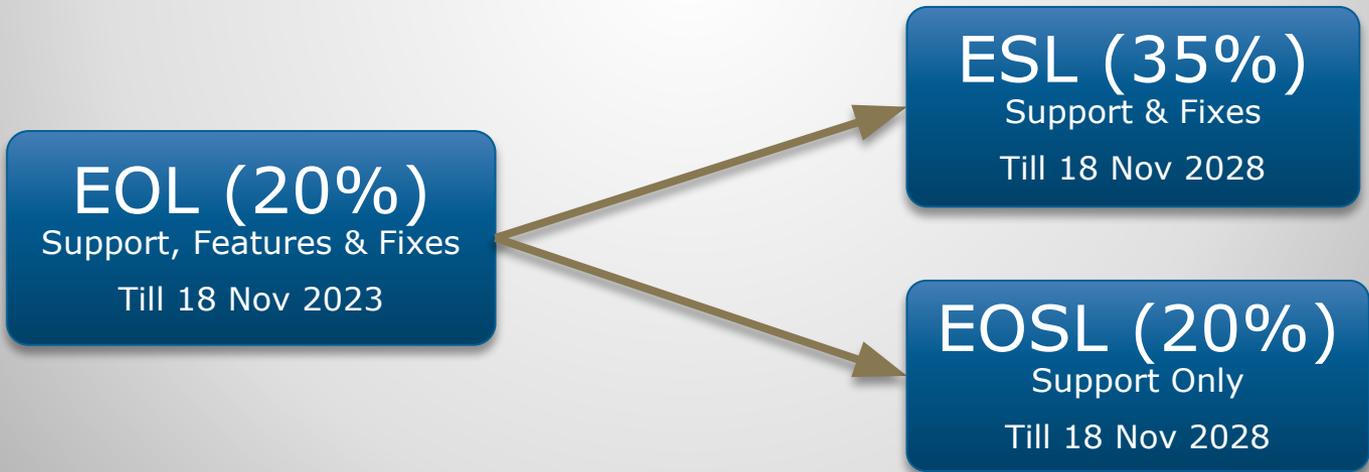
Repertoire Version 8.10

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	01 Feb 2027	01 Feb 2032	01 Feb 2032
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



Repertoire Version 8.8.x

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	18 Nov 2023	18 Nov 2028	18 Nov 2028
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		



Repertoire Version 8.7.x

Support	EOL (20%)	ESL (35%)	EOSL (20%)
Lifecycle Policy	5 years from release	5 years from EOL	5 years from EOL
Timeframe	17 April 2020	17 April 2025	17 April 2025
Technical Support	X	X	X
Software Patches for Bug Fixes	X	X	
Software Upgrade for New Features	X		

