

# Tungsten Automation On-Prem Product Lifecycle Policy

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# Introduction

## On-Prem Perpetual Software

This document outlines the Tungsten Automation on-prem perpetual licensing product release strategy and End-of-Life Policy for all Tungsten Automation on-prem products. This document serves as a framework, but Tungsten Automation reserves the right to change the policies as business or customer needs arise.

## Software as a Service (SaaS) Subscription Software

Please note that this document **does not** address Tungsten Automation Software as a Service (SaaS) subscription products. Tungsten Automation SaaS subscription products will always operate on the current Generally Available release. Any previous Tungsten Automation SaaS subscription releases are considered legacy.

## Purpose

This document describes the on-prem product lifecycle policy, including the different types of on-prem product releases, and the policy on supported products. It details the extent of support available for deprecated product features, operating systems and database versions, and product enhancements and defects.

# Policy on Supported On-Prem Product Versions

## On-Prem Support Services and Maintenance

Support services are available for customers who have an active maintenance or subscription for their Tungsten Automation on-prem product.

## On-Prem Versions Supported

The Tungsten Automation on-prem product release lifecycle is the timeframe between when the release version of a product becomes Generally Available (GA) and when Tungsten Automation stops providing support for that version. This on-prem release lifecycle is defined for each on-prem product and version in the **Product Release and Sunset Schedules**. This file, located in the Support Knowledge Portal, is updated quarterly, and can be viewed from the [Lifecycle Policies and End of Support](#) article.

There are three stages of supported versions: general availability, limited support and end of support.

**General Availability (GA):** The timeframe in which Tungsten Automation will offer product support for this on-prem product version. The General Availability period of your Tungsten Automation on-prem product version can be found by locating your product in the **Product Release and Sunset Schedules**. This file, located in the Support Knowledge Portal, is updated quarterly, and can be viewed from the [Lifecycle Policies and End of Support](#) article.

**Limited Support Phase (LSP)** During Limited Support Phase, there will not be any product updates, feature enhancements or documentation additions. Critical defects will be addressed on a case-by-case basis and at the sole discretion of the product owner.

**End of Support (EOS):** Normal support is no longer offered for versions of Tungsten Automation on-prem products that are EOS and the software will no longer be available for download. No updates or upgrades are made to the release.

**NOTE:** For Tungsten Automation on-prem products with longer release cycles, there may not be a new release but there is no plan to end of life the product. In this case the current version will remain in GA support until either a decision is made to end of life the on-prem product or a new version is released. In either case the **Product Release and Sunset Schedules** file, located in the [Lifecycle Policies and End of Support](#) article, will be updated as appropriate.

## Deprecated Features

A deprecated feature is a feature that appears in prior or existing versions of the product and is still supported as part of those versions, but for which Tungsten Automation plans to remove from future versions. Tungsten Automation makes reasonable efforts to document feature deprecation plans in Product Release Notes, but reserves the right to deprecate, modify, or remove features from any new version without prior notice.

## Operating Systems / Database / 3<sup>rd</sup> Party Compatibility

For each Tungsten Automation on-prem release, the supported operating systems, database platforms, and other 3<sup>rd</sup> party products are evaluated to determine if there are either new versions to support or older versions for which to drop support. We will not support versions that are not supported by the manufacturer. The supported platforms and databases are documented in the Technical Specifications document for that version of the software. Each release has a specific Technical Specifications document that can be located with that product's documentation.

By default, support for new operating systems, database platforms, and updated 3<sup>rd</sup> party products will only be added to the most current Tungsten Automation on-prem product release under development at that time. Updates to a previous Tungsten Automation on-prem product version will only be made when necessary to maintain at least one supportable environment until the Tungsten Automation product version reaches end of support.

## **Tungsten Automation Policy on Feature Requests**

As part of Tungsten Automation's development process, it actively seeks input from a variety of sources including, but not necessarily limited to, market analysts, customers, and prospects. Customers and prospects may submit input into this process by opening a support Case with Technical Support. These inputs are evaluated in terms of overall market benefit vs. cost and time to implement, and enhancements prioritized accordingly in the product roadmap. Any features that are prioritized for implementation will only be implemented on the most current product release under development at that time.

The customer base then benefits from those enhancements via upgrades to newer versions, as entitled via the maintenance and support program.

Tungsten Automation does not commit specific product feature requests for specific customers (as might otherwise be the case with custom software). This is true even in situations where customers are willing to fund an enhancement.

Customers who desire product roadmap feedback should contact their Tungsten Automation Sales representative who can further engage appropriate Product Marketing or Product Management staff to provide such information, which is typically done via an interactive session.

From an exception perspective, it is acknowledged that certain large projects may push a Tungsten Automation product in a new direction, ahead of the overall market demand. If such a large project is dependent on the required product functionality, customers should work with their Tungsten Automation Sales representative to see if the situation qualifies for such an exception, which can then be requested internally by the Sales representative.

## **Tungsten Automation Policy on Product Defects**

While using the delivered products customers may encounter issues that are believed to be product defects. These issues should be reported as support Cases to Technical Support, who will triage the issue and suggest further disposition.

In most support Cases, the issue being experienced is identified as something other than a product defect and can be resolved by Technical Support. Typical resolutions include, but are not limited to, education regarding the product's standard functionality, a change in the product's configuration to function differently than its current behavior, a known bug with a known fix or an enhancement to the product.

In exceptional support Cases where a product defect is deemed to cause a system down or material impact to operations for a customer, Technical Support will execute on internally defined processes to ensure that the product defect is prioritized as critical and scheduled with Product Development for deployment on the most appropriate product version.

Product defects which do not fall into the critical category are considered as part of the normal product roadmap. These defects are prioritized based on numerous factors, including the number of customers reporting, the availability of a work-around, alignment of the functional area with market priority and Product Development bandwidth. Product Development teams allocate at least 20% of capacity to addressing product defects and product supportability. In many situations, additional capacity is allocated to specific product releases to focus on hardening, scalability and performance optimizations.

Due to the many factors involved, and the changing nature of these factors, Tungsten Automation does not provide a specific commitment for delivery of non-critical product defect fixes.

From an exception perspective, it is acknowledged that certain large projects may push a Tungsten Automation on-prem product in a new direction that could make a non-critical product defect a requirement to rolling out that project. If this occurs, customers should work with their Tungsten Automation Sales representative to see if the situation qualifies for such an exception, which can then be requested internally by the Sales representative.

## **On-Prem Release Deployment**

### **On-Prem Upgrades**

When a released on-prem product requires an upgrade or update, Tungsten Automation provides the necessary tools and documentation.

Most on-prem product upgrades require data conversion utilities to upgrade the software. These utilities are available through Downloads or by engaging Professional Services. A detailed upgrade guide is available to walk the customer through the self-service upgrade process and the tools and resources needed to perform the upgrade. Alternatively, the customer can engage our Professional Services team to perform the upgrade.

### **Distribution**

#### **On-Prem Downloads**

For on-prem distribution of software, all product versions released to our customers will be available for download via the electronic fulfillment site listed on their order confirmation. This repository is our Definitive Software Library and contains the only official, supported versions of Tungsten Automation on-prem products.

We strongly recommend downloading and carefully reviewing the product Release Notes and the appropriate installation guides, readmes, or upgrade guides before conducting any installation or upgrade.

### **Software Apps (App Store, App Exchange, etc.)**

The current market release and the immediately preceding market release will be supported for software apps distributed via an app store. Best effort support will be provided to the immediately preceding market release; however, bug fixes will only be delivered in product updates to the current Market Release.

## **On-Prem Legacy Version Support Program**

When a version of an on-prem product enters its End of Support per the **Product Release and Sunset Schedules**, support is available to facilitate migration to a currently supported version. This on-prem Legacy Version Support is implemented at the end of the customer's current support renewal date and will cover the following.

- Right to upgrade to currently supported version
- Technical Support Case handling – in business hours
- Certification on then current Tungsten Automation products only
- Certification on then current third-party products only

On-Prem Legacy Version Support does not include support for the following.

- Engineering escalation or support, including issue analysis, bug fixes, and fix/service packs
- 24x7 access to Technical Support
- Access to legacy version software on the Tungsten Automation electronic fulfillment site

## **On-Prem End of Sale/End of Life**

The end of sale and end of life policy for on-prem product versions is an explicit exit from the market for a particular on-prem product. Customers will be notified as far in advance as possible for any possible end of life for an on-prem product with our recommended product migration path.