

BIOVIA Software Product Lifecycle and Platform Support Policy


Dear BIOVIA Customer,

BIOVIA will periodically issue new releases of its software products which will provide new functionality and/or improvements. This document describes BIOVIA' policies for the length and extent of support of these new releases and the corresponding configurations of the third-party software on which our software runs.

BIOVIA reserves the right to modify this document and related policies at any time. Where a material change is made, BIOVIA will endeavor to provide notice to customers via direct mailing and/or posting an updated version of the support policies to our Support webpage. This policy does not apply to hosted software solutions from BIOVIA (i.e., where BIOVIA hosts the application and/or data). Where BIOVIA upgrades its hosted solutions to new versions, BIOVIA will endeavor to give notice to customers via direct mailing and/or posting an updated version of the support policies to our Support webpage.

Definition of BIOVIA software release types referenced in this document:

- **“Major Release”** means a new version of the software which may include new functionality, improvements, enhancements and/or fixes or provides a workaround for known specific program errors. Major Release excludes software BIOVIA designates as a separate new program or module.

 Note:	A Major Release will only be for those customers on current Maintenance.
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- **“Intermediate Release”** means Service Packs, Collection Updates and Special Releases for Customers on current Maintenance.
- **“Service Pack”** means a software release which fixes or provides a workaround for one or more known specific program errors, adds support for a new third-party platform versions and/or minor enhancements or minor new features of existing software. Service Pack excludes major enhancements, major new features, and software BIOVIA designates as a separate new program or module.
- **“Collection Update”** means a software release which includes enhancements and/or new features for one or more existing Pipeline Pilot component collections and may include new collections within Pipeline Pilot.
- **“Special Release”** means a software release which is specific to an individual Customer and may include fixes or provides a workaround for known program errors. A Special Release may be titled “Hotfix,” “Interim File,” or “Special Release.”

BIOVIA Product Lifecycle Policy

BIOVIA strongly encourages Customers to move to a new release of software when made available by BIOVIA. A move to a newer release will allow Customers to take advantage of any added new features or enhancements. In order to support each release so that each release meets our Customers typical upgrade cycle as well as allowing those Customers in a regulated environment to run the necessary upgrade installations, the following policies apply:

Lifecycle Phases

Two phases of Support, **Mainstream** and **Legacy**, are offered throughout the lifecycle of each release. Details of each phase are included below.

Mainstream Support:

During the Mainstream support period, the following support and maintenance services are available:

- Telephone, web and email responses to questions and issues including troubleshooting, workarounds and assistance with migration.
- Fixes, patches and special releases for critical product discrepancies.
- Documentation, FAQs and Technical Notes accessible via the BIOVIA Support Website.
- Support for service packs and critical patches of the 3rd party platform versions listed in the Hardware & Software requirements.
- Database releases in a format compatible with the product.

New features and enhancements, including support for major new versions of 3rd party operating systems, Microsoft Office, and application server and database server software, will only be implemented and supported in the latest version of the BIOVIA software and not ported back into older versions.

For new installations or when a customer is upgrading from a previous version, BIOVIA strongly encourages its customers to install or upgrade to the latest version of BIOVIA software. In all cases, Mainstream support as defined above is only available for supported versions.

Legacy Support:

At the end of the “Mainstream” support period, “Legacy” support, as detailed below, is offered for one year.

- Telephone and email responses to questions, including troubleshooting, providing workarounds and assistance with migration.
- Previously released fixes, patches and special releases will be available as needed.
- BIOVIA will **not** consider new fixes, patches and special releases during this phase.
- In some cases, BIOVIA may choose to provide database releases in a format compatible with the product. As a general rule, however, database releases are only available for products in the Mainstream support phase.
- FAQs and Technical Notes accessible via the BIOVIA Support Website.

At the end of the Legacy support period, the product becomes unsupported. Technical Notes and FAQs will typically remain available to customers on the BIOVIA Support web-site for one year once the product moves to unsupported status.

Product Lifecycle for BIOVIA applications

For BIOVIA applications deployed in unregulated, non-validated environments (e.g., Discovery), BIOVIA will provide Mainstream support for each major release on the supported combinations of 3rd party platforms documented in Hardware & Software requirements for **3** years from the date of release. Should there not be a new major release within the 3 year maintenance period, BIOVIA will extend the maintenance period of the last major release until the date of the next release and for 18 months thereafter; or until the official retirement date for the product (as announced by BIOVIA), whichever comes first.

For BIOVIA applications deployed in regulated environments, where the installation must be validated for regulatory authorities, BIOVIA will provide “Mainstream” support for each major release on the supported combinations of 3rd party platforms documented in Hardware & Software requirements for **5** years from the date of release. Should there not be a new major release within the 5 year maintenance period, BIOVIA will extend the maintenance period of the last major release until the date of the next release and for 18 months thereafter; or until the official retirement date for the product (as announced by BIOVIA), whichever comes first.

For all BIOVIA applications, regardless of the environment into which they are deployed, the following applies:

- Any intermediate release will be supported through to end of support for the major release to which it pertains.
- BIOVIA may add additional 3rd-party platform versions to the support matrix of a given product but doing so does not extend the overall BIOVIA support lifecycle for that release.
- If an underlying 3rd party platform moves out of full support with its vendor during the Mainstream support period, support for the BIOVIA product on that platform version ceases.

Summary of BIOVIA Product Lifecycle

Environment	Support phase	
	Mainstream Support	Legacy Support
Unregulated	3 yrs. from date of major release	1 yr. from end of Mainstream Support
Regulated	5 yrs. from date of major release	1 yr. from end of Mainstream Support

Example of Product Lifecycle policy for BIOVIA product used in non-regulated environment:

Release	Release date	Mainstream Support ends	Legacy Support begins
Product X.0	1 Jan 2009	31 Dec 2011	1 Jan 2012
Product X.0HotFix 1	1 May 2009	31 Dec 2011	1 Jan 2012
Product X.0SP1	31 May 2009	31 Dec 2011	1 Jan 2012
Product X.0SP2	30 Sept 2009	31 Dec 2011	1 Jan 2012
Product X.1	1 Jan 2010	31 Dec 2012	1 Jan 2013
Product X.2	1 Sept 2010	31 Aug 2013	1 Sept 2013

Example of Product Lifecycle policy for BIOVIA product validated and deployed for use in a regulated environment:

Release	Release date	Mainstream Support ends	Legacy Support begins
Product Y.0	1 Jan 2009	31 Dec 2013	1 Jan 2014
Product Y.0HotFix 1	1 May 2009	31 Dec 2013	1 Jan 2014
Product Y.0SP1	31 May 2009	31 Dec 2013	1 Jan 2014
Product Y.0SP2	30 Sept 2009	31 Dec 2013	1 Jan 2014
Product Y.1	1 Jan 2010	31 Dec 2014	1 Jan 2015
Product Y.2	1 Sept 2010	31 Aug 2015	1 Sept 2015

3rd party Platform Support

BIOVIA software products are tightly integrated with, and take advantage of, features provided by major 3rd party platforms, such as Microsoft, Sun, Red Hat and Oracle. As BIOVIA must be able to secure fixes and enhancements to these 3rd party systems our platform support policies

outlined below are tightly tied to the availability of full support from these 3rd party platform vendors.

- BIOVIA products will be supported on no more than the 2 most recent major releases of each 3rd party platform. In some cases, due to business reasons or technical limitations, BIOVIA may only support one version.
- Support for service packs, critical patches and security updates of the supported 3rd party platform is included during BIOVIA Mainstream support.
 - BIOVIA will inform customers when a 3rd party platform service pack or update has been added to the support matrix for individual BIOVIA products, as appropriate.
 - If BIOVIA learns of any issue with its products that is caused by the application of a 3rd party platform service pack, critical patch or security update, BIOVIA will inform our customers of the issue and any known workaround or planned resolution via a Technical Note.
- BIOVIA will use commercially reasonable efforts to support our products on major new releases and services packs of the 3rd party platforms by the time they are broadly deployed in our customer community.
- Major new 3rd party platform versions are only supported with the latest or next version of the BIOVIA software and support for them is not carried or ported back to older versions of our software.
- The extended support options available from some 3rd party vendors do not guarantee general availability of fixes to all customers and do not typically address enhancements. For this reason, when a 3rd party platform version moves out of full support with its vendor, as defined below, BIOVIA will no longer support our products with that 3rd party platform version. In all cases, BIOVIA reserve the right to end support for a specific 3rd party platform version sooner than this due to commercial or technical viability. In such cases, BIOVIA will consult with customers to discuss mitigation of any issues.
- In all cases, BIOVIA will endeavor to provide overlap in the support periods for older and newer versions to allow customers to transition. BIOVIA will provide advance notice of any plans to introduce support for a new platform and aim to provide at least 12 months' notice of plans to end support for an older version. If BIOVIA intends to withdraw support for a version of the 3rd party platform at shorter notice, BIOVIA will promptly inform you and discuss mitigation of any issues.

*Definitions used by BIOVIA for when BIOVIA consider that a third-party platform version is no longer under full support from its vendor:

Vendor	When BIOVIA support for platform version ends	Reference
Microsoft	when "Mainstream Support" is retired by Microsoft	http://support.microsoft.com/lifecycle
Oracle	when "Premier Support" from Oracle ends	http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf
Solaris	when "Premier Support" from Oracle ends	http://www.oracle.com/us/support/library/lifetime-support-hardware-301321.pdf
Red Hat Enterprise Linux	the end of "Production 2" or 5 years from the General Availability date for the major version (i.e. v 4, v5, etc...); whichever comes first	https://access.redhat.com/support/policy/updates/errata/
SUSE Linux	When "General Support" ends	http://support.novell.com/inc/lifecycle/linux.html
HP –UX11i	End of Factory Support	http://www.hp.com/software/releases/releases-media2/HPEResign/pages/hpux.html

Please note that the specific 3rd party platform versions that are supported with BIOVIA' software are detailed in the Hardware & Software requirements document(s) or Installation Instructions for each BIOVIA product release and these should be the primary reference for information on what is supported.

If you have any questions, please contact [BIOVIA Support](#).