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Progress WhatsUp[®] Gold Life Cycle Policy Guide

1. Contents

| | | |
|----------|---|-----------|
| 1 | Introduction | 4 |
| 2 | Forms of Product Delivery..... | 5 |
| 2.1 | Releases..... | 5 |
| 2.2 | Updates | 5 |
| 2.3 | Handling Security Vulnerabilities | 5 |
| 2.4 | Versioning..... | 6 |
| 3 | Product Life Cycle Phases..... | 7 |
| 3.1 | Active Phase | 7 |
| 3.2 | Retired Phase | 7 |
| 3.3 | Deprecated Phase | 7 |
| 4 | Product End of Life | 8 |
| 5 | Third-Party Product Support | 9 |
| 6 | Feature / Functionality Obsolescence Life Cycle..... | 10 |
| 6.1 | Retired Features and Functionalities | 10 |
| 6.2 | Deprecated Features and Functionalities | 10 |
| 6.3 | Feature / Functionality Obsolescence Life Cycle Guidelines..... | 10 |

Change Log

| Date | Changes |
|------------|--|
| 2021-11-26 | Initial version |
| 2022-03-14 | Added links to Product Compatibility Guide in sections 5 and 6.3 |
| 2022-08-18 | Updated section 6 and 6.1 |
| 2023-09-21 | Added section 3.3 |

1 Introduction

Over time vendors evolve their products and deliver incremental improvements in new product releases. Every product release goes through the distinct phases of a life cycle — from General Availability (GA) to the eventual Deprecation. Products that are no longer expected to receive new releases may be formally designated as having reached their End of Life (EOL).

The primary objective of this document is to help customers understand the phases of the Progress WhatsUp Gold (WhatsUp Gold) product life cycle to assist with planning upgrades.

2 Forms of Product Delivery

The [WhatsUp Gold End User License Agreement](#) defines Updates as “any update, enhancement, error correction, modification or new release to the Product that we make available to you”. In the context of this product life cycle policy, a distinction is made between new product Releases and Updates for the existing product releases.

2.1 Releases

All new product features and enhancements are only shipped in new product *Releases* and never in product Updates (see below). Releases are cumulative and made available as complete installs to all customers with active maintenance and support services.

i **Note:** There is no distinction between *Major* and *Minor* releases.

2.2 Updates

Updates are used for the resolution of critical product issues, as determined solely by Progress. These issues may include *defects* classified at Severity 1 as defined by [Support Service Level Objectives for On-Premise](#) or *security vulnerabilities* classified using [Common Vulnerability Scoring System \(CVSS\)](#) with a score of 9 or higher.

The delivery timeline and content of every Update are always at the discretion of Progress. Product issues that don't get resolved in Updates will be considered when planning future releases.

Updates are cumulative and made available to all customers with active maintenance and support services.

2.3 Handling Security Vulnerabilities

Progress takes the security of its products seriously and performs a range of activities to ensure that our products remain secure, including:

- Regular scanning and testing of Progress proprietary code and third-party components.
- Formalized security risk assessment processes.
- Active change management practices.

Depending on the specifics of a discovered vulnerability, and the nature of the risk caused to the affected product release, Progress reserves discretion to address each security vulnerability in one of the following ways:

1. Provide either a product release Update or a Release replacement with changes that may, if necessary as determined by Progress, impact a product's:
 - a) Functional capabilities (e.g. feature availability or behavior), or,
 - b) Non-functional characteristics (e.g. performance or usability).
2. Provide an explanation of the decision to not make changes to the product.

In all cases, Progress will provide security vulnerability disclosure in accordance with the [WhatsUp Gold Security Guidelines](#). To avoid dependencies on outdated software that may restrict remediation, Progress encourages customers to keep their deployments current to our product's latest release.

2.4 Versioning

To capture the unique build number, WhatsUp Gold uses versioning represented by a string of alphanumeric characters. When reaching out to Progress Technical Support, this information will be required to verify the exact binaries in use by the customer.

3 Product Life Cycle Phases

3.1 Active Phase

All product releases enter the Active life cycle phase when they become Generally Available (GA). The Active life cycle phase ends when releases become Retired, which occurs immediately upon GA of the following replacement product release.

Progress will work with customers towards appropriate resolution for reported or otherwise discovered product issues if the release is in the Active life cycle phase and the license is covered by active maintenance and support services. Progress reserves full discretion to address issues via Updates or future product Releases.

3.2 Retired Phase

Excluding the exception noted below, Releases in the Retired phase will not receive further Updates from Progress and will be subject to known issues and security vulnerabilities. To maintain the highest level of support and security, Progress strongly recommends customers use Active Releases with the latest available Update applied. When a new Release enters the Retired phase, the previously Retired release will enter the Deprecated life cycle phase.

i Note: In case a security vulnerability with CVSS score 9.0 or higher is discovered in a product release within 90 days of it becoming retired, Progress may, at its discretion, offer an Update for this Retired release to address that specific issue.

Progress will make commercially reasonable efforts to resolve customer issues and respond to questions about Retired product releases, provided active maintenance and support services are in place. Progress does not guarantee the knowledge, skills, and environments required to troubleshoot and resolve issues on product Releases in the Retired phase.

In the event of a technical support case investigation, Progress reserves the right to request the reproduction of the reported issue within the Active Release. At the discretion of Progress, product changes deemed necessary, including bug fixes, may be introduced in future product Releases.

3.3 Deprecated Phase

Releases enter the Deprecated phase at the end of the Retired phase. Releases in the Deprecated phase are outside the [scope of support](#). Customers requesting Technical Support for releases in the Deprecated phase will be instructed to upgrade to the latest Active release before any support cases will be accepted.

4 Product End of Life

Progress continually evaluates the product roadmap to ensure strong alignment with the product strategy and the optimal allocation of resources to serve its customers' evolving needs and priorities. This evaluation process may result in decisions to end of life (EOL) products, enabling Progress to accelerate the pace of the offered products modernization and introduce new emerging solutions.

The following describes the general impact of a product reaching EOL. For more specific details, refer to the corresponding official EOL communication, usually delivered via email.

- Products with active maintenance and support services when their EOL is announced will continue receiving Technical Support on the same terms as Retired product releases for the duration of the then active maintenance and support period.
- Progress will not allow maintenance and support services renewal for EOL products.
- Once their maintenance and support service coverage expires, customers can continue using products with perpetual licenses on an AS-IS basis. Progress will provide neither further Updates nor technical support for this product. The existing product documentation, knowledgebase articles, and online user community discussion will be the only means of support.

5 Third-Party Product Support

WhatsUp Gold depends on and interacts with other third-party products. The full list of supported and/or compatible third-party products and Progress recommendations for maintaining them can be found in the [WhatsUp Gold Product Compatibility Guide](#).

6 Feature / Functionality Obsolescence Life Cycle

In addition to the product life cycle, features and functionality also move through various phases of maturity from commercial introduction to obsolescence. As features become obsolete, Progress will classify them as **Retired** or **Deprecated**.

- **Definition of Retired:** Features/Functionality identified as obsolete but not removed from the product.
- **Definition of Deprecation:** Features/Functionality identified as obsolete and removed from the product.

Benefits of the Retirement and Deprecation life cycles phases include:

- Set appropriate customer expectations regarding backward/forward compatibility
- Give customers time to consider and plan changes in their applications
- Promote rejuvenation and upkeep of applications, advantageous to partners and customers
- Better alignment with non-WhatsApp Gold technology partners such as Managed Entity vendors
- Encourage customers to use modern replacement features as appropriate

6.1 Retired Features and Functionalities

Retirement provides the ability to identify, communicate and manage obsolescence (and the possible eventual deprecation) of features and functionality, independent of the products and versions in which they may be included and how they are packaged. Progress recommends that retired features should no longer be used. Customers should consider substituting retired features with the newer replacement ones. Please note that:

- Customers may continue to use retired features
- Retired features will not receive fixes or enhancements
- For customers under active Maintenance and Support Agreement, Progress will make commercially reasonable, good-faith efforts to answer questions with respect to retired features and functionalities
- Communications will follow the 'Obsolescence Life Cycle Guidelines' as described below

6.2 Deprecated Features and Functionalities

Deprecation is used where changes in technology or standards have made a feature obsolete and it is removed from the WhatsApp Gold product. Deprecated features sometimes have replacement equivalents and typically have no impact on backward compatibility. Key details of deprecation include:

- WhatsApp Gold-dependent features will be removed
- Third party-dependent features, such as collection of custom metrics, may continue to function
- There will be no support for deprecated features
- Communications will follow the 'Obsolescence Life Cycle Guidelines' as described below

6.3 Feature / Functionality Obsolescence Life Cycle Guidelines

The following are the phases for the Retirement or Deprecation life cycle of features as they become obsolete:

- Before assigning one of the obsolescence statuses, features that are candidates for retirement or deprecation may be published to selected partners and customers for comment, potentially polling for information on the impact that the retirement or deprecation may cause

- WhatsUp Gold Product Management will use any information gathered from this process to assess the obsolescence of each feature or functionality
- Details about retired and deprecated features will be included in the [WhatsUp Gold Product Compatibility Guide](#)
- Announcements will be made to inform the Progress community of updates to features' statuses
- Retired and deprecated features will be identified as such in the [WhatsUp Gold Product Compatibility Guide](#)