



J A D E™

JADE RELEASE POLICY

DOCUMENT VERSION 8

JADE SOFTWARE CORPORATION

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Support and release cycles for those products and applications will be governed by those separate support agreements, and the support and release cycles for JADE will also be governed by those agreements.



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BACKGROUND

The JADE version number structure is as follows:

- First set of digits: **Major Feature Release** number
- Second set of digits: **Minor Feature Release** number
- Third set of digits: **Consolidated Patch Release** number
- Fourth set of digits: **Patch** number

Components of the version number are incremented as follows:

- When substantial new features are added, the Major Feature Release number is incremented.
- When other new features are added, the Minor Feature Release number is incremented.
- Several times a year (see the *Support* section below), all fixes (including Hot Fixes) added to the product since the last Consolidated Patch Release are incorporated and the Consolidated Patch Release number is incremented. In limited cases, Consolidated Patch Releases may include carefully risk assessed new features, as per the *New Features* section below.
- When a Hot Fix is produced, the files involved will have their Patch (Build) number incremented.

SUPPORT

Every Feature Release (both Major and Minor) is supported for **5 years** from its general release date, as follows:

- In the **first 18 months** of a Feature Release's life, Consolidated Patch Releases will be produced at least every 4 months.
- For the **remainder of the first 4 years** of a Feature Release's life, Consolidated Patch Releases will be produced every 5 to 7 months, if required. At the end of this period, the latest Consolidated Patch Release will be the **Final Patch Release** for this Feature Release.
- For the **final year** of a Feature Release's life, only the Final Patch Release will be supported and fixes will be produced for Priority A issues only. Customers wanting support in this final year will need to upgrade to the Final Patch Release.
- Upgrading across more than one Feature Release is not supported. For example, to upgrade from JADE 6.1 to JADE 6.3, it will be necessary to upgrade from JADE 6.1 to JADE 6.2 first, and then to JADE 6.3.

Note that the 5 year timeframe applies to the entire Feature Release, starting from its general release date. It **does not** apply to each Consolidated Patch Release within the Feature Release (see *Determining Where A Fault Is Addressed*, below).

Customers are kept informed about release schedules and when support will cease for a particular release. Additionally, the release schedule (including Consolidated Patch Releases) is always published here on the Jade web site:

<http://www.jadeworld.com/jade/updates.htm#releasesched>

When a customer encounters an issue with the product:

- They communicate this to the JADE Customer Support Center (JCSC) and it is registered as a Contact.
- The customer assigns the Contact's initial priority and type (Contact, Fault or New Feature Suggestion – NFS).
- If the customer believes they have encountered a fault and will require a Hot Fix for the issue (assuming that it is accepted by the JCSC as a fault), then we highly recommend that this be stated in the initial Contact. Unless it is otherwise obvious from the Contact, a statement of the impact/urgency of the issue is also very useful information.
- The JCSC will analyze the Contact with help from the JADE R&D Group when necessary.
- If the JCSC determines that the issue is a fault with JADE, the Contact is converted to a fault (known as a Product Anomaly Report – PAR).
- The JCSC can at any time change the priority.
- Contacts not deemed to be a fault are either closed or converted to an NFS.

PRIORITY DEFINITIONS

PRIORITY A

A problem where normal production or development work is no longer possible, or where production or development productivity is severely impacted, and where there is no workaround that can restore normal work with normal performance.

PRIORITY B

A serious problem that does not meet the Priority A criteria.

PRIORITY C

A minor problem that will be fixed at the discretion of the JADE R&D Group.

RELEASES IN WHICH FAULTS ARE ADDRESSED

The JADE R&D Group will fix a fault (PAR) in at least one of the following releases:

- The next Major Feature Release.
- The next Minor Feature Release.
- The next Consolidated Patch Release.
- In a Hot Fix for the current Consolidated Patch Release.
- In a Hot Fix for the Consolidated Patch Release in which the customer encountered the fault.

Notes:

- Fixing some problems will involve RootSchema changes that require reorganization of JADE application databases when installed. A reorganization of this type has a major impact on all customers and therefore such changes are done only in Feature Releases.

In the next section we refer to this type of fix as one that requires a *structural change*.

- If a fault is discovered that is considered critical, a Hot Fix will be provided for all affected releases, and all customers with support contracts will be notified.

DETERMINING WHERE A FAULT IS ADDRESSED

The following guidelines are used to determine where a fault (PAR) is addressed.

When a PAR is fixed, the closure details will state all releases for which the fix has been implemented.

- If a fault has already been fixed in the current Consolidated Patch Release, then the customer will be advised by the JADE Customer Support Center (JCSC) to install the current Consolidated Patch Release.
- In the case of a Priority A fault for which there are no special circumstances preventing the customer from upgrading to the current Consolidated Patch Release, the fix will be in a Hot Fix to the current Consolidated Patch Release.
- In the case of a Priority A fault for which there are special circumstances preventing the customer from upgrading to the current Consolidated Patch Release, the fix will be in a Hot Fix to the Consolidated Patch Release in which the customer encountered the fault.
- In the case of a Priority B fault that requires no structural changes and is not dependent on new feature content, the JADE R&D Group will use their best endeavors to provide a fix in the next Consolidated Patch Release.

- In rare cases, a Priority B fault that requires no structural changes and is not dependent on new feature content may not meet Priority A criteria, but is still sufficiently serious that the customer may require a Hot Fix. In these cases, the customer must advise the JCSC of this requirement as early as possible (ideally in the initial Contact). Unless it is otherwise obvious from the Contact, they must also provide a description of the impact/urgency of the fault and state why a Hot Fix is required. The JADE R&D Group reserve the right to ask for more information to assess the Hot Fix request. If the request is accepted, a Hot Fix will be produced. Otherwise the JADE R&D Group will use their best endeavors to provide a fix in the next Consolidated Patch Release.
- In the case of a Priority B fault that requires no structural changes but is dependent on new feature content, the JADE R&D Group will use their best endeavors to provide a fix in the next Feature Release.
- For any fault for which a fix requires structural changes, the JADE R&D Group will use their best endeavors to provide a fix in the next Feature Release.
- Priority C faults will be fixed in the release deemed most appropriate by the JADE R&D Group.

NEW FEATURES

Most often, new features are delivered in Major and Minor Feature Releases only, with Consolidated Patch Releases containing fault fixes only. However, in limited cases, new features may be delivered in a Consolidated Patch Release (as alpha, beta or production features), where there is a significant benefit to customers in doing so. The early release of any new feature is subject to careful risk assessment by JADE R&D Group management and takes the following into account:

- Whether there is compelling customer demand and/or benefits from providing a feature earlier in the release cycle. If a new feature does not pass this test, it will not be included in a Consolidated Patch Release.
- The degree of isolation of a feature. For example, new features that can be isolated entirely in their own schemas or libraries, or enabled only via configuration file options, can be included with minimal risk.
- The risk of any unwanted side-effects. A new feature will be released early only when the risk of side-effects is acceptable in comparison to the benefits.

Any new features that are included in a Consolidated Patch Release will be documented in the Release Notes.

DISPUTE PROCEDURE

In the event that the customer and the JADE Customer Support Center (JCSC) cannot agree on the classification of a fault then the issue can be taken to the JCSC Manager for mediation. If resolution still cannot be reached, the issue can be taken to the Jade Software Corporation Chief Technology Officer for a final decision.

OPERATING SYSTEMS

When an Operating System (OS) vendor ceases mainstream support for an OS, JADE support for that OS will cease with the next Major or Minor Feature Release of JADE.

Unless otherwise stated on the Operational Requirements page on our web site:

http://www.jadeworld.com/jade/op_reqs.htm

the Operating Systems supported for the life of a Feature Release, including all Consolidated Patch Releases within the Feature Release, will be those Operating Systems supported as at the general release date of the Feature Release.

VIRTUAL ENVIRONMENTS

JADE will run in a virtual environment on all supported Operating Systems (see above) on Intel-compatible hardware.

Support will be provided as per the published release policy for faults found in a virtual environment, however a problem that is suspected to be related to an issue in the virtualisation layer may result in requests for additional customer diagnostic actions. In some rare cases, fixes for issues that are specific to the virtualisation layer may need to be negotiated with the customer.

A more extensive discussion on the use of virtual environments and the associated environmental considerations and requirements is detailed in the white paper available at <http://www.jadeworld.com/jade/whitepapers.htm#envirocon>, and these requirements should be treated as part of this Release Policy.