

Arc Pro End of Life Definition



Document History

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1.0 About this document

Purpose and Audience

This document defines the Arc Solutions End-of-Life (EOL) policy with relation to Enghouse Interactive End of Life and Obsolescence policy. It explains our policy on supplying & supporting Arc Pro Call Centre, Attendant Console suite, and/or 'Console for Cisco Enterprise'.

Copyright Statement

Copying of this document by any third party is strictly prohibited. This document contains confidential information and cannot be disclosed without the permission of Arc Solutions.

Use of this document

This document is to be used by End Users, Resellers and Distributors in order to understand Arc Solutions EOL policy. This will be used to define ongoing Support offerings from Arc for current and old software versions.

2.0 Arc Solutions – End of Life Policy

Whilst End-of-Life of software product versions are an established part of the overall product life cycle, Arc solutions recognizes that end-of-life milestones often prompt companies to review the way in which such end-of-sale and end-of-life milestones impact the products in their networks. With that in mind, we have set out below Arc's end-of-life policy to help customers better manage their end-of-life transition.

2.1 Release Support Stages

Enghouse Interactive product versions move through stages of availability and supportability over time.

There are four main stages of release support, as they pertain to the Arc Pro product portfolio:

Active Release

This is the state of the most current Arc product release, available for sale, deployment, and Full Support.

Full Support

Full access to:

- All release materials
- Enghouse support teams for questions or issue resolution
- Hot fixes (patches) provided by the Arc Development Team to resolve critical issues on a customer's site.

Extended Support

Continued access to:

- All release materials
- Enghouse support team for questions and issue resolution.
- New (not already existing) hot fixes (patches) are not available. Customers requiring critical fixes must upgrade to an Active Release or Full Support version.

End of Support / Negotiated Support

- In absence of a Negotiated Support contract, the version is no longer supported by the Enghouse support and development teams.
- Customers with pre-existing support contracts, are required to upgrade to the Active Release or Full Support version to obtain full or extended support (unless there is a pre-existing Negotiated Support contract illustrating otherwise).
- No new or renewed support agreements are provided against versions in this phase of the EOL lifecycle, requiring customers to upgrade to a **Full Support** version.

Negotiated Support contracts

- Enghouse support teams will provide best endeavor support.
- Enghouse Development Team is not available to aid in problem diagnosis or problem resolution.
- New (not already existing) hot fixes (patches) are not available. Customers requiring critical fixes must upgrade to an Active Release or Full Support version.
- Negotiated support contracts must explicitly define the version of Arc that will receive Negotiated Support.

2.2 End of Life milestones for Arc Pro portfolio

Arc - End-of-Life - Milestone Dates			
Arc Software Version	Announced EOL Date	Extended Support	End of Support / Negotiated Support
2.X	June 2004	June 2005	June 2007
3.0.3	January 2005	January 2006	January 2008
3.1.0 & 3.1.3	March 2005	March 2006	March 2008
3.1.5	March 2006	March 2007	March 2009
4.1.0 Solutions Plus	Aug 2007	Aug 2008	Aug 2010
4.1.0 Premium	Aug 2007	Aug 2008	Aug 2010
4.1.3	Aug 2008	Aug 2009	Aug 2011
4.1.4	Nov 2008	Nov 2009	Nov 2011
5.0.0	Oct 2009	Oct 2010	Oct 2012
5.0.1	Oct 2009	Oct 2010	Oct 2012
5.0.2	Oct 2009	Oct 2010	Oct 2012
5.1.0	Dec 2010	Dec 2011	Dec 2013
5.1.1	Dec 2011	Dec 2012	Oct 2014
5.1.2 Solutions Plus	Feb 2012	Feb 2013	Feb 2015
5.1.2 Premium	Feb 2012	Feb 2013	Feb 2015
5.1.3	Jan 2013	Jan 2014	Jan 2016
5.1.4	July 2013	Jul 2014	Jul 2016
5.2 Customer Special	Aug 2011	Aug 2012	Aug 2014
6.0.0	Jul 2014	Jul 2015	Jul 2017
6.0.1	Apr 2015	Apr 2016	Apr 2018
6.1	Aug 2015	Aug 2016	Aug 2018
6.1.1	Aug 2016	Aug 2017	Aug 2019
6.2	Aug 2017	Jul 2020	Jul 2022
6.3	May 2018	May 2021	May 2023
6.3.1	April 2020	Nov 2021	Nov 2023
6.3.2	TBD	TBD	TBD

Active Release	Green	Full Support	Blue
Extended Support	Orange	End of Support / Negotiated Support	Grey