



ETI-NET

VERSION SUPPORT AND MATURITY POLICY

January 2025

ETI-NET product versions are supported for two (2) years from the initial availability of a version. For example, ETI-NET will support BackBox (BB) 5.0 for 2 years after it is released. When BB 5.1 is released, that version will be supported for 2 years from the date of release. If the latest version of a product is greater than 2 years old, and the product itself is not categorized as mature, the current version will remain the active version.

ETI-NET will provide updates, security enhancements, bug fixes and maintenance releases for the most current version of a product. ETI-NET will attempt to resolve issues with versions prior to the current version, but resolution may require the installation of the current version. If a product change is required to resolve an issue, the change will be evaluated and either delivered as a patch for the most current version or included in a future version of the product. Customers will have to upgrade their ETI-NET product to receive the new software change. ETI-NET will not make changes to versions prior to the current version.

ETI-NET products are supported on all versions of the HPE NonStop operating system that are categorized as Active or Mature in the latest version of HPE's Software Product Maintenance List (SPML). Customers are required to be on an Active or Mature HPE Release Version Update (RVU) to receive support and defect fixes. Customers on a Limited RVU will not receive defect fixes.

ETI-NET tests compatibility with new HPE RVUs as quickly as possible.

If you are installing a version that is outside of the boundaries described in this document, please contact support1@etinet.com for more information.

If you licensed your ETI-NET software from HPE or are inquiring about VTC or VTR, please refer to HPE's latest SPML.



ETI-NET products and versions are maintained according to the following categories and

definitions. Active:

- Product roadmap is maintained for 18 months.
- Product is enhanced and maintained as necessary.
- All customer reported issues are analyzed.
- Repair action is taken as appropriate.

Mature:

- All customer reported issues are analyzed.
- Repair action is taken as appropriate for issues categorized as Major or Critical only (i.e., the system or application is down or at high risk; business cannot be conducted, or there are continual failures; data corruption is occurring or there is a serious security issue).
- At least 6 months' notice will be provided before classifying a product as Mature.
- A product version is categorized as mature 2 years after initial availability.

Limited:

- All customer reported issues are analyzed.
- No further code changes are made.
- Support actions are limited to providing:
 - Existing fixes
 - Workarounds to known problems
 - Responses to setup, usage, and configuration questions

End of Service Life (EOSL):

- The product has reached the end of its service life. No support services are available for the product.
- At least 12 months' notice will be provided before classifying a product as EOSL.

At times, ETI-NET may reclassify a product as Mature, regardless of the version or active status of the HPE NonStop operating system. As of the publishing date of this policy, the following ETI-NET products are classified as mature.

- All ETI-NET products on HPE NonStop J-Series operating system
- BCOM/HCOM

As of the publishing date of this policy, the following ETI-NET products is classified as Limited. Will be classified EOSL December 2026.

- Backhome

For any questions regarding ETI-NET's Version Support and Maturity Policy, please visit www.etinet.com/support.