

# VMware SD-WAN by VeloCloud

## Support Lifecycle



Now part of VMware

### KEY BENEFITS

#### Support

- General troubleshooting of a specific issue.
- Issue resolution through applying configuration changes or existing product upgrades.

#### Maintenance

- Resolving an issue, if deemed to be critical enough, through product code modification.
- Typically delivered via product update.
- If fix is in a subsequent release, customer will be required to update to new release.

### Overview

This document outlines the support policy for VMware SD-WAN™ by VeloCloud® software products as they reach the end of their product lifecycle. It will first cover the stages of maintenance and support throughout the lifecycle in general terms, and then dive deeper into specific details as they relate to major and minor releases for VMware SD-WAN.

### Software Maintenance and Support Through Lifecycle

#### General Availability (GA) to End of Maintenance (EOM)

Upon General Availability, products are fully supported and maintained until the End of Maintenance date.

#### End of Maintenance to End of Life (EOL)

After a product release reaches its EOM date, no further code-level maintenance will be provided. However, the product will continue to be supported until it reaches EOL.

#### End of Life

Once a product release reaches its EOL, the customer may continue to use the product, but the product will not be supported.

### VMware SD-WAN Software Lifecycle Policy

#### Major Releases

VMware SD-WAN intends to support the current and one previous major software release.

- Major releases are approximately 12-18 months apart.
- When a new major release is announced, EOM for the current-2 major release will be announced.
- EOL will be automatic and will occur 3 months after EOM.

#### Minor Releases

Minor releases denoted by the Y in X.Y.Z release numbering will fall under the major release support policy. All minor releases within the current-2 major release will be EOM when the current major release reaches general availability (GA).

## VMware SD-WAN Hardware Lifecycle Policy

### End of Sale (EOS)

VeloCloud, now part of VMware will make reasonable efforts to provide six (6) months advance notice of the end of sale of the appliance hardware.

### Support

VeloCloud, now part of VMware will provide support for appliance hardware for five (5) years after the last sale date.

### End of Life

At the end of five (5) years the appliance hardware reaches its EOL and will no longer be supported.

VeloCloud, now part of VMware maintains compatibility between VMware SD-WAN Edge and VMware SD-WAN Orchestrator for a minimum of one (1) major release or six (6) months from release of VMware SD-WAN Edge software.