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# AVEVA™ - Software Support Lifecycle and Retirement Policy

The Software Support Lifecycle and Retirement Policy (the “Policy”) applies to all AVEVA software products and versions.

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# 1 Introduction

AVEVA's Software Support Lifecycle and Retirement Policy ("Policy") establishes the framework for the software support customers can expect as a software version progresses from its initial release to the market until its retirement from the market. This Policy demonstrates AVEVA's commitment to providing technical support and ongoing software development for a specific software version. It enables our customers and partners to make informed purchase decisions and effectively plan for upgrading to newer, more secure software versions. AVEVA advises customers to install the latest product releases, security updates, fixes and patches to remain as secure as possible. Older products may not meet today's more demanding security requirements.

AVEVA's Account Managers, Customer Success Managers, Technical Support, and our Distribution partners are available to address questions and provide guidance related to this Policy.

## 2 Definitions

- **Current Version** is the latest available version of the software.
- **Major Release** is the introduction of an entirely new software product or an upgrade to an existing product that includes substantial changes, including new features and functionality, enhancements, product fixes and sometimes architectural changes.
- **Minor Release** is the introduction of product improvements, new features, and capabilities that address specific issues and fixes to the Current Version of the product.
- **Patch** is a compilation of fixes that address performance, security vulnerabilities or inconsistencies or improving useability in the software.
- **Hot Fix** is a software module designed to correct a single (typically) software defect and are provided based on evaluation by AVEVA Technical Support. Customers with an active support maintenance contract or subscription can request a Hot Fix. However, AVEVA has sole discretion as to whether a Hot Fix will be provided.

## 3 Lifecycle Service Terms and Lifecycle Phases

AVEVA software versions are categorized by one of following support servicing terms: **Standard-Term Servicing, Long-Term Servicing, Cloud Continuous Servicing and Hybrid Solution Servicing**. Each along with its lifecycle phases is described below.

**Note:** Mobile Apps are an extension of the on-premises software or cloud services and follow the same servicing term of the associated licensed software.

### 3.1 Standard-Term Servicing

Many of AVEVA's software can be regularly upgraded by customers to provide the latest innovation, improved performance and enhanced security. These Standard-Term Servicing products first receive 3 years of Full Support and then 2 years of Limited Support. Following the Limited Support phase, the product will progress to the Tech Support Only phase.

Software products and versions subject to Standard-Term Servicing are eligible for the software support and software development activities per the table below. The software development activities for software versions in the Full Support Phase will only be available for the Current Version of the Standard-Term Servicing product. For example, if v7.2 is in the Full Support phase and it is found that a Patch is needed for v7.1 which is in the Limited Support phase, the Patch will be developed for v7.2 only resulting in a v7.2.1 release.

When a new Release for a product is made available, the prior release will progress to the next lifecycle support phase as the new release will be the version subject to Full Support.

Once a Standard-Term Servicing version progresses to the Limited Support phase, other than critical security patches, no further corrections or functionalities will be developed. To continue to be eligible for all the software development activities in the Full Support phase, upgrading to the Current Version of the software is required.

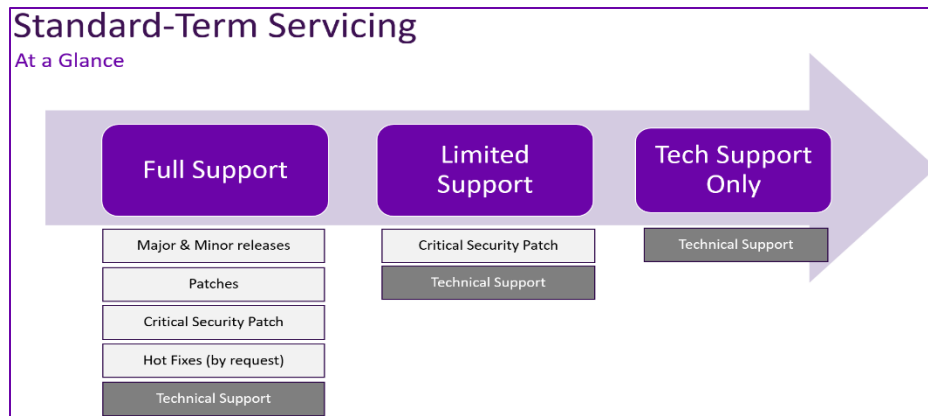
When a Standard-Term Servicing product version exits the Limited Support phase, it enters the Tech Support Only phase. During the Tech Support Only phase, the product is eligible for self-help and support is limited to basic issues, diagnostics and assistance using the AVEVA Knowledge Base. It will not receive any software development efforts. Once a version is in the Tech Support Only phase, it has likely been replaced by a newer version. Customers are urged to upgrade to the Current Version.

A software version will remain in the Tech Support Only phase until a decision is made (at AVEVA's sole discretion) to retire the version from the AVEVA portfolio. Software versions that are retired likely have a new version available and we encourage customers to upgrade.

From time to time, AVEVA will retire a Product (and all versions) by withdrawing it from the market. These products will be designated as End of Life (EoL) and a corresponding announcement will be published to existing customers including an End of Sales (EoS) date, and a corresponding End of Renewal (EoR) date.

The End-of-Life date is the last day customers can expect to receive any support for the identified software product or identified software version. Once at EoL, the software product is no longer sold, improved, maintained, or supported.

Standard-Term Servicing						
On-Premises Software		Support Phase Duration			Retirement Phase Duration	
		Full	Limited	Tech Support Only	End of Sale (EoS)	End of Life (EoL)
		3 years	2 years	Until EoS date	Until EoL date	Until EoL date
Software Support	Technical Support (Access/Self-help)	✓	✓	✓	✓	✓
Software Development	Major & Minor Releases	✓				
	Patches	✓				
	Hot Fixes (by request)	✓				
	Critical Security Patches	✓	✓			
	Testing of Microsoft Security Updates	✓				



## 3.2 Long-Term Servicing

AVEVA recognizes that certain industries require installed software applications and versions to remain static and are commissioned to operate unchanged over many years. AVEVA will designate software products and versions that are used in this environment as subject to Long-Term Servicing.

These Long-Term Servicing products and versions first are subject to 5 years of the Full Support phase and then 2 years of the Limited Support phase. Following the Limited Support phase, the product will progress to the Tech Support Only phase.

When a new Release (example: quality or security Patch) for a product is made available, the prior release will progress to the next lifecycle support phase as the new release will be the version subject to Full Support.

Products and versions designated for Long-Term Servicing are eligible for the software support and software development activities shown in the table below. It should be noted that no Major Releases or Minor Releases will be developed for Long-Term Servicing versions during the Full Support phase. For versions designated as Long-Term Servicing, our engineering efforts will be focused on both quality and security releases (Hot Fix and Patches, including critical security patch) only.

The software development activities in the Full Support phase will only be available for the Current Version of the Long-Term Servicing product. For example, if v7.3 is in Full Support and it is found that a Patch is needed for v7.2 which is in Limited Support, the Patch will be developed for v7.3 only which will result in a v7.3.1

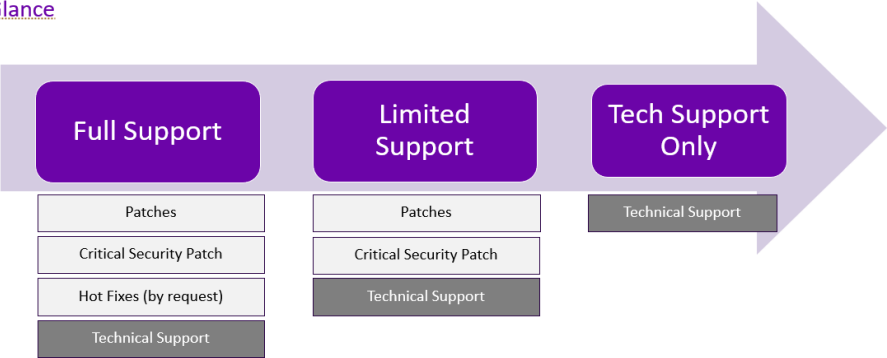
When a Long-Term Servicing version progresses to Limited Support, critical security patches and Patches will continue to be developed. To continue to be eligible for the software development activities under Full Support, upgrading to the Current Version of the software will be required.

Once a Long-Term Servicing product version exits the Limited Support phase, it enters the Tech Support Only phase. During the Tech Support Only phase, the product is eligible for self-help and support is limited to basic issues diagnostics and assistance using the AVEVA Knowledge Base. It will not receive any software development efforts. Once a version is in the Tech Support Only phase, it has likely been replaced by a newer version. Customers are urged to upgrade to the Current Version.

Long-Term Servicing							
On-Premises Software		Support Phase Duration			Retirement Phase Duration		
		Full	Limited	Tech Support Only	End of Sale (EoS)	End of Renewal (EoR)	End of Life (EoL)
		5 years	2 years	Until EoS date	Until EoL date	Until EoL date	EoL date
Software Support	Technical Support (Access/Self-help)	✓	✓	✓	✓	✓	
Software Development	Major & Minor Releases						
	Patches	✓	✓				
	Hot Fixes (by request)	✓					
	Critical Security Patches	✓	✓				
	Testing of Microsoft Security Updates	✓					

## Long-Term Servicing

At a Glance



### 3.3 Cloud Continuous Servicing

AVEVA cloud software services are continuously supported during the life of the product, provided the customer maintains an active subscription and the published minimum system requirements are maintained.

Cloud Continuous Servicing		
Software Support	Technical Support (Access/Self-help)	Continuous until the End of Life Date
Software Development	Major & Minor Releases	
	Patches	
	Critical Security Patches	

### 3.4 Hybrid Solution Servicing

Hybrid Solutions will receive continuous support as long as required system configurations are up to date and adhere to the requirements outlined in the product version release notes that comprise the solution.

*NOTE: AVEVA's Global Customer Support portal features a **Technology Matrix** that identifies 1) the release date of a version of a product and 2) its current support lifecycle phase. Product search results provide a complete listing of releases of the product and selection of a product provides comprehensive details on a broad range of compatibility.*

## 4 Policy Disclaimers

- This Policy applies to all software versions and products.
- Eligibility for AVEVA software support and services requires:
  - For subscription: An active license subscription/rental or Flex Agreement
  - For perpetual licenses an active maintenance agreement: Customer FIRST Program (CFP) or Software Reliance Program (SRP)
  - Operating in an AVEVA supported configuration as specified in the release notes.
- AVEVA will not be liable for any damages a customer may experience while using software products/version that have been retired or where software development efforts are no longer available.
- AVEVA may change this Policy in its sole discretion at any time and without notice.
- AVEVA reserves the right to withdraw a product or its versions from the market at any time.
- This Policy is limited to AVEVA Products only. It does not extend to the application layer of our software, customizations, modifications, or third-party integrations.