

Shavlik Technologies Product Support Life Cycle

Shavlik Technologies has established a Product Support Policy that defines the level of support a given release receives as it moves through its life cycle to End of Life. The release numbers provided in the title of the software defines software versions. The Product Support Policy applies to the major release versions of software. Releases are defined as:

- **Major Release:** specified with an incremented number to the left of the decimal point, i.e. 4.0 to 5.0. Major releases add significant new functionality to the application, for example, agents where none were available previously.
- **Minor Release:** specified with an incremented number to the right of the decimal point, i.e. 4.2 to 4.3. Minor releases add some new functionality, but it provides incremental improvements to existing capabilities.
- **Point Release:** specified by an incremented digit to the right of the second decimal point, i.e. 5.8.0 to 5.8.1. Point releases mainly include fixes to issues found by our customer base or internally, but may also have minor feature improvements.

As a product release moves through its life cycle it is important to clearly define the level of support that will be provided to customers. The Product Support Policy defines this level of support based on the stage a release is in within its lifecycle.

The stages are:

Current	This is the most recent release of the product that is supported.
Prior	This is not the current release of the product, however, support may be available for this product and related data feeds for a period of time.
Inactive	Support for a prior release has ended.

The types of support for a given release are:

Technical Support	Provided by Shavlik's Product Support Team and related technical assistance websites.
XML Updates	Provided on the Shavlik website. Enables assessment and remediation functions for the selected product.
Code Correction	Provided for defects and critical issues.

Shavlik Technologies: January 19, 2010

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Shavlik Technologies Product Support Life Cycle (cont)

	Support Stage		
	Current	Prior	Inactive
Terms	<i>Latest version of the product.</i>	<i>Products may be moved to prior status immediately after the availability of the next minor version release, and as early as 6 months after the availability of the next major version release.</i>	<i>Products may be moved to inactive status as early as 12 months after joining the prior status. Products are moved to Inactive status immediately after being replaced by a point release.</i>
Shipping Status	Shipping.	No longer shipping.	No longer shipping.
Maintenance Renewal Status	Renewal available for purchase.	Renewal not available for purchase.	Renewal not available for purchase.
Technical Support	Respond to all inquiries via phone, email, and forum.	Respond to all inquiries via phone, email, and forum for 12 months after moving to Prior status.	Respond to forum inquiries with best efforts.
XML Updates	XML data files are updated and available for all known issues.	XML data files are updated and available for 12 months after moving to prior status. After moving to Prior status, the products supported for XML updates may remain static. XML updates are available for products currently supported but new products may not be covered.	No longer supported. However, XML files may still be available for the product after moving to Inactive status, but these files are not guaranteed to be updated or supported when in Inactive status.
Code Correction	Respond to defects, regardless of severity level.	Respond to production critical defects. New engine updates may be available.	No defect maintenance or new engine updates available.

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Shavlik NetChk Protect (incl. Shavlik NetChk Basic Edition, Shavlik NetChk Audit Edition, Shavlik HFNetChkPro, Shavlik HFNetChkPro Plus, Shavlik NetChk Protect, Report Server, SNA, and Shavlik NetChk Spyware)					
Version	Release Date	Current	Prior	Inactive	
				Code Correction / Technical Support	XML Updates
4.0	Mar-2003			Dec-2004	Dec-2004
4.1	Dec-2003			Feb-2005	Feb-2005
4.2	Feb-2004			Jun-2005	Jun-2005
4.3	Jun-2004			Mar-2007	Sep-2007
5.0.1	Apr-2005			Jun-2006	Feb-2009
5.1	Jun-2005			Sep-2006	Feb-2009
5.5	Sep-2005			Apr-2007	Feb-2009
5.6	Apr-2006			Feb-2009	Feb-2009
5.8.0* [†] <i>(pro plus only)</i>	Oct-2006			Jan-2007	Apr-2010
5.8.1* [†]	Jan-2007			May-2008	Apr-2010
5.9* [†]	May-2007			Jul-2009	Apr-2010
6.0*	Feb-2008			May-2008	Still available
6.1*	May-2008			Aug-2008	Still available
6.5*	Aug-2008			Oct-2008	Still available
6.5.1*	Oct-2008			Jan-2009	Still available
6.5.2*	Jan-2009			Oct-2009	Still available
6.5.3*	Oct-2009	X		Jun-2010	
7.0 [‡]	Jun-2009			Oct-2009	Still available
7.1	Oct-2009		X	Dec-2009	Still available
7.2	Dec-2009	X			

***Note1:** As of January 31st, 2010 Shavlik will no longer provide updates to spyware signatures for NetChk Protect (this affects all versions from v5.8 up to and including v6.5.3). Customers who want to continue using NetChk Protect for spyware protection should switch to NetChk Protect v7.x which includes a full antivirus and antispysware capability.

†Note2: As of April 30th, 2010 Shavlik is announcing the official end of life for all v5.x versions. This means that customers running v5.8.0, v5.8.1 & v5.9 should plan to upgrade to v7.x before the end of April 2010.

‡Note3: NetChk Protect 7.0 is the last release with SQL Server 2000 support as the backend database.

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Shavlik NetChk Configure (previously named Shavlik NetChk Compliance)					
Version	Release Date	Current	Prior	Inactive	
				Code Correction / Technical Support	XML Updates
2.0	Dec-2005			Apr-2007	Apr-2007
2.0.1	Apr-2006			Jul-2007	Jul-2007
2.0.2	Jul-2006			Jan-2008	Jan-2008
2.1	Apr-2007			Jan-2008	Jan-2008
3.0	Aug-2007			May-2009	May-2009
3.1	May-2008			Mar-2010	Mar-2010
4.0*	Apr-2009			Oct-2009	Oct-2009
4.1	Oct-2009		X	Jan-2010	Jan-2010
4.2	Dec-2009	X			

***Note:** NetChk Configure 4.0 is the last release with SQL Server 2000 support as the backend database.

UpdateEXPERT					
Version	Acquisition Date	Current	Prior	Inactive	
				Code Correction / Technical Support	XML Updates
6.x	Jan-2007			Feb-2009	Feb-2009
7.x	Jan-2007			Feb-2009	Feb-2009

Shavlik Google® Patch Gadget					
Version	Acquisition Date	Current	Prior	Inactive	
				Code Correction / Technical Support	XML Updates
1.x	Sep-2007			Dec-2009	Mar-2010

Note: The Shavlik Patch Google® Gadget is officially End of Life. There will be no additional releases of this product. The replacement is IT.Shavlik.com, a feature-rich, cloud-based product. Go to <https://it.shavlik.com> and register for Shavlik's cloud-based IT management community. You'll find even more functionality than you had in the Google® Gadget. You can scan a single machine or multiple machines by machine name, IP range, or domain. You'll get hardware information, installed software, and missing patches. And new functionality is being added to IT.Shavlik.com all the time. Check it out.

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