



**End of life policy for  
Odin Business Automation Standard**

## Table of Contents

Table of Contents .....	2
Document Purpose and Scope .....	2
Lifecycle Milestones .....	2
General Availability (GA).....	2
End of Life (EOL) .....	2
Major version (MV).....	3
Odin Business Automation Standard Lifecycle Policy .....	3
Odin Business Automation Standard Versions .....	3
Lifecycle Policy.....	3
Product Matrix .....	4
Operating Systems:.....	4
Currently Supported Operating Systems: .....	4
No longer Supported Operating Systems: .....	4
Related Components: .....	5

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## Document Purpose and Scope

This document describes the new Odin Business Automation Standard EOL policy.

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## Lifecycle Milestones

To help you plan and prepare for your maintenance and support needs, this page describes the key milestones and support policies in the product lifecycle for Odin Business Automation Standard (OBAS). Our standard approach for OBAS is to set EOL date a minimum of 2 years after the GA date.

### GENERAL AVAILABILITY (GA)

The date when a new product release may be ordered and fulfilled. With the GA of a new release, some applicable offerings of the previous release will be phased out. During GA, Odin will provide:

- Releases/patches to implement security fixes, critical bugfixes and updates
- Paid support, KB articles.

### END OF LIFE (EOL)

The date that signifies when technical support and product downloads will no longer be available. Technical support for other issues will be limited to information contained in the Odin Knowledge Base and Support Forums. If the issues cannot be corrected through these methods, then an upgrade path or migration to the latest version or product replacement is recommended.

## End of life policy for Odin Business Automation Standard

Effective upon the EOL date there will be no further:

- Support of the affected releases by the Odin Support Team.
- Product updates for the affected releases,
- Future integrations of the affected releases with any Odin Products

### MAJOR VERSION (MV)

A **major version** is defined as any change in the second number of the version number. For example, OBAS 4.0 and OBAS 4.1 are different major versions, whereas OBAS 4.1.1 and 4.1.5 are not considered major versions.

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## Odin Business Automation Standard Lifecycle Policy

Odin is committed to providing high-quality, cost-effective solutions to our customers. Rapidly changing technologies influence the level, timing and character of demand for particular product versions and components. All of this drives the need to introduce new products and services as well as to end support for older software versions.

To assist our customers in this regard, we provide a clear lifecycle and end-of-life (EOL) policy to assist in planning decisions around using and upgrading Odin Business Automation Standard and the environment in which it is running.

### ODIN BUSINESS AUTOMATION STANDARD VERSIONS

The currently supported Odin Business Automation Standard version is:

- Odin Business Automation Standard 4.5 (Released 12.2013)

### LIFECYCLE POLICY

- Odin will provide technical support only for the OBAS major versions listed above and only during the active lifecycle period (before EOL).
- Odin will provide software patches only for the latest released update within the two latest major supported versions.
- Each major version will be supported for period of two (2) years after release.
- Odin will continue to provide patches for older major supported versions listed above which will address critical security issues only.
- End-of-Life (EOL): After the 2 year active lifecycle period technical support requests will no longer be accepted.
- In order to ensure stable operation and be entitled to receive software patches, customers **must be using the most recent update to the latest major version**. For example, the latest OBAS 4.5.7 version in the OBAS 4.5 major release.
- In order to receive technical support, customers must be using the major supported version (Not an EOL version).

The table below describes when patches / support will no longer be available for specific versions of Odin Business Automation Standard. Customers are encouraged to install the most recent update to the latest major supported version of Odin Business Automation Standard in order to continue to receive patches.

## End of life policy for Odin Business Automation Standard

For example: Following the release of OBAS 4.5 in December 2013, Odin will no longer provide patches for older 4.3 versions. Customers need to install the latest OBAS 4.5.x version in order to receive software patches.

### PRODUCT MATRIX

Product/Component Name	Version	Lifecycle Stage	
		<u>GA</u>	<u>EOL</u>
Odin Business Automation Standard	Version		
Odin Business Automation Standard	3.3	Jun.2007	15.Dec.2012
Odin Business Automation Standard	3.4	Jul.2010	15.Dec.2012
Odin Business Automation Standard	4.0	Dec.2010	15.Dec.2012
Odin Business Automation Standard	4.1	Jul.2011	31.Jul.2013
Odin Business Automation Standard	4.2	Jun.2012	Jun.2014
Odin Business Automation Standard	4.3	Nov.2012	Nov.2014
Odin Business Automation Standard	4.5	Dec 2013	Dec 2018

### OPERATING SYSTEMS:

Operating system vendors have established formal life-cycle policies around the operating systems they develop and maintain. Using a supported operating system is critical to maintaining a stable server environment. The list below describes which particular OS is supported by Odin Business Automation Standard and which one has ended its production life cycle. As a result, Odin does not provide software patches or technical support for Odin Business Automation Standard installed on such operating systems. Odin recommends monitoring this list and ensuring that OBAS management node OS environment is kept up-to-date.

### CURRENTLY SUPPORTED OPERATING SYSTEMS:

- RedHat Enterprise Linux 5 (for upgrades only)
- CentOS 5 (for upgrades only)
- CentOS 6 (x86\_64 only)
- RedHat Enterprise Linux 6 (x86\_64 only)

### NO LONGER SUPPORTED OPERATING SYSTEMS:

- CentOS 3
- CentOS 4
- Fedora Core 1
- Fedora Core 2
- Fedora Core 3
- Fedora Core 4
- RedHat Enterprise Linux AS 3.x
- RedHat Enterprise Linux AS 4.x

## End of life policy for Odin Business Automation Standard

- SUSE Enterprise Linux 9

### **RELATED COMPONENTS:**

Odin Business Automation Standard integrates with several related components developed by Plesk and Virtuozzo. Support for interoperability and integration with related components depends on the EOL date of such component. Once the related component reaches its EOL, support for interoperability and integration with such components and Odin Business Automation Standard will no longer be available.

For example: Plesk Panel 11 will reach its EOL in December 13, 2016. Support for integration and interoperability for this product and Odin Business Automation Standard will no longer be available as of December 13, 2016.

The links below to official product lifecycle policies will help you to determine the support status and lifecycle of related components.

[Plesk Lifecycle Policy](#)

[Server Virtualization Lifecycle Policy](#)