



PRODUCT LIFECYCLE POLICY

ProjectDox Version Support



PRODUCT LIFECYCLE POLICY



Software and Technical Support Guidance

This document is intended to provide customers using ProjectDox with details and guidance related to the software versions and corresponding maintenance and technical support provided by Avolve.

This information begins at the time of the product release and ends with retirement of that version.



VERSION DEFINITIONS



Current

The current and most recent platform release.



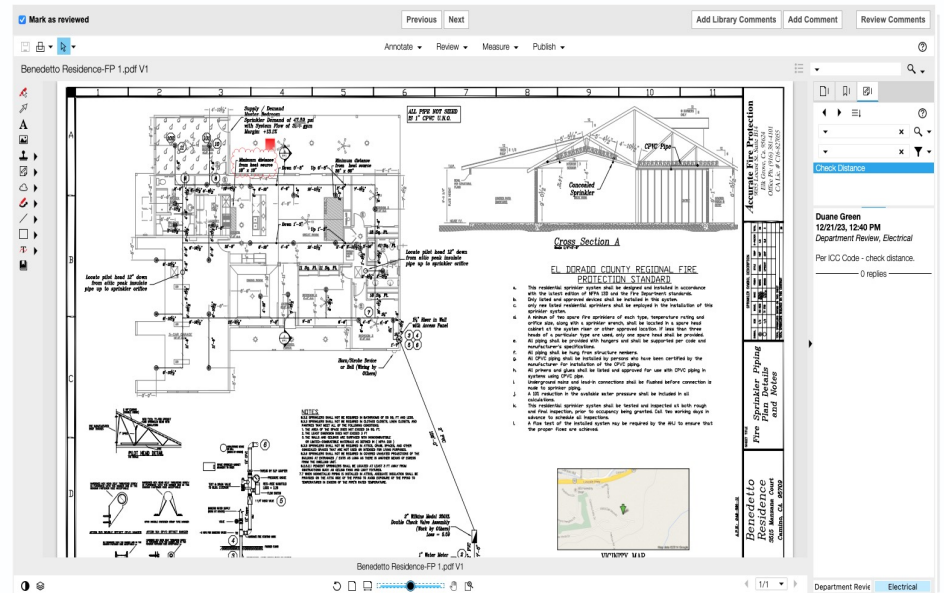
Extended

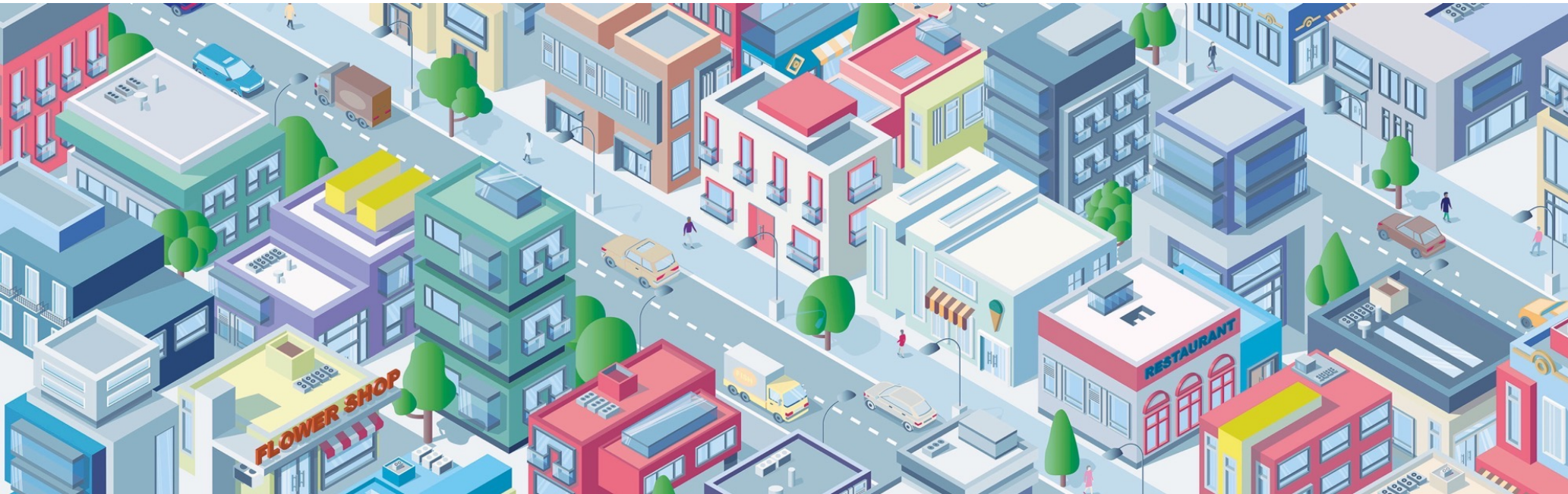
The release that was prior to the current release.



Mature

The release that was two versions before the current release.





LIFECYCLE EXAMPLE

Example:

Current Version - 12.8

Extended Version - 12.7 (and all corresponding 12.7.X and 12.7.X.X releases)

Mature Version - 12.6 (and all corresponding 12.6.X and 12.6.X.X releases)

An isometric illustration of a city street scene with various colorful buildings, cars, and trees. A large blue circle is overlaid on the scene, containing the text 'SUPPORT DEFINITIONS'.

SUPPORT DEFINITIONS



Email and chat support

Available to all customers using currently supported versions of ProjectDox.



Customer Support Portal

Portal for customers to create and submit support tickets, receive updates on tickets and communicate with tech support about open tickets.

Available to all customers using currently supported versions of ProjectDox.

<https://support.avolvesoftware.com>

VERSION PHASE & SUPPORT STATUS



	Current Version (9.3)	Extended Version (9.2)	Mature Version (9.1)
Software Enhancements			
Software Service Patches (Bug Fixes)			
Email & Chat Support			
Customer Support Portal			



Full support



Support for
P1(critical)
issues only