



Jive Software makes every reasonable effort to ensure a high quality software experience for its customers. To that end, even the best software needs a chance to retire. This End of Life policy is intended to assist you in understanding our policies and plan for future releases while receiving the best possible Jive experience.

Software Release Identification

Jive Software's release process includes **Major**, **Maintenance**, or **Critical** releases.

A “**Major Release**” means a progression of the 1st or 2nd digit of the version release number in a four point version control system (e.g., XX.x.x). A Major Release provides significant improvements and includes changes to the basic structure of the Solution, including, by way of example only, the inclusion of additional features, functionality, and corrections to defects in the Solution.

A “**Maintenance Release**” means a progression of the 3rd digit of the version release number in a four point version control system (e.g., x.x.X.x). A Maintenance Release primarily provides corrections to defects in the Solution, and may provide minor improvements that do not substantially change the basic structure of the Solution.

A “**Critical Release**” means a progression of the 4th digit of the version release number in a four point version control system (e.g., x.x.x.X). A **Critical Release** provides corrections to essential defects in the Solution, including by way of example only, fixes for a security vulnerability or a Solution stability problem, and may provide minimal modifications that do not substantially change the basic structure of the Solution.

Software Release and End of Life Support Policy

Jive will provide support for on-premise and hosted software releases for a period of 24 months (2 years) following the date that Jive initially makes a Major Release generally available to customers. At the end of this 24 month period, the release will be considered to have reached its End of Life (EOL). Cloud Releases are supported for the Subscription Term.

Due to potential adverse impacts to and risks associated with the performance, functionality, use, and security of EOL versions of Jive, it is recommended that customers upgrade to a supported version prior to any EOL date. Should your version of Jive reach its End of Life, the following will apply:

Jive will:

- Accept support cases and will verify whether any issues submitted exist in the latest version of the product.
- Accept all support cases around upgrading to a supported version of the product.

Jive will not:

- Be subject to any Jive hosting uptime guarantee.
- Provide any Maintenance/Critical Releases (this includes emergency releases due to any security vulnerabilities).
- Perform Root Cause Analysis (RCA) behind any application based issues (any issues related to supported services and/or infrastructure will still be performed).
- Fix any bugs.

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For current information about Jive Software versions and current End of Life dates, see:

<https://community.jivesoftware.com/docs/DOC-35149>

For more information regarding upcoming releases, the Jive Release Schedule can be found online at:

<https://community.jivesoftware.com/docs/DOC-5415>

Additionally, End of Life dates apply to both the core platform and to any associated services. Associated services typically relate to functionality that requires connectivity to services in Jive's cloud. The most common ones are (but not limited to): Cloud Search, Recommender, Mobile Gateway, Apps, Resonata, Jive Present, StreamOnce, and Totango (Jive Business Analytics).

While you may continue to use the core platform beyond the EOL date (though we strongly recommend upgrading to a newer release prior to any EOL), all associated services will reach their End of Life date 90 days after the Major Release EOL date. After the associated services reach their EOL, no improvements or bug fixes to the associated services will be released and access to these services may be downgraded, disrupted or discontinued. The degree of impact varies on a case-by-case basis, and Jive will provide details on any impact to the associated services prior to the EOL date.

“Associated Services” impact statements for specific Major Release versions of Jive will be referenced on the Jive Community at this document: <https://community.jivesoftware.com/docs/DOC-35149>

Benefits of Upgrading

Customers who upgrade to the most recent software versions have consistent access to Jive’s most advanced product capabilities. While this approach requires customers to periodically upgrade, it still offers customers substantial flexibility and control over the timing of their upgrades.

Consider upgrading to Jive-n / Jive-x Cloud

Jive’s cloud deployments typically release updates a few times throughout the year, historically every quarter, and allows immediate access to new functionality. When your Community is upgraded, you will immediately be able to use the new features well before they become available for Jive hosted and on-premise deployments.

Upgrades to communities in Jive’s Cloud are performed by Jive employees and typically are completed with minimal downtime to your site. Site administrators are notified in advance of the planned maintenance windows.

Upgrade Planning

To plan for or discuss a future upgrade Jive has developed an Upgrade Planning Package engagement through our Professional Services team. For more information about this planning and strategy package please contact your Jive Account Manager.

Deprecation of Product Features

From time to time, Jive may need to deprecate product features. Product deprecation information is generally included in Major Release product release notes and related product announcements. You will find deprecation and feature removal notices in the Jive Customers Group, found here: <https://community.jivesoftware.com/groups/jive-customers>. While Jive will make reasonable efforts to communicate future feature deprecation, we reserve the right to deprecate, modify, or remove features from any future release without prior notification. For the purposes of this section, “deprecate” means to no longer support or provide additional improvements. Jive

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reserves the right to remove or disable access to certain product features that violate any criminal or civil law, rule or regulation. Jive shall have no liability to you in the event that Jive takes such action.

Communication of Policy Updates

Any future changes or updates to this policy will be communicated through this document and attached to the following Jive Community document: <https://community.jivesoftware.com/docs/DOC-35149>