



Nuance AutoStore® Product Lifecycle Policy

Overview

The purpose of this document is to provide guidance for the relative timeline of major milestones in the lifecycle of Nuance (formerly Notable Solutions) branded products or OEM variations of these Company product offerings. Included in this document is guidance for product release cycles, how versions of product are supported as well as a framework for End-of-Sales, Support and Life of a product version and/or product.

Product Release and Life Cycle

Major platform products (AutoStore and OEM versions of AutoStore) typically release on the following schedule:

- Major releases every 18-24 months
- Service packs against current version (SP) approximately two times a year

Upon General Availability of a Major Release (example: AutoStore 6), active Support (including bug fixes and Customer Support) is retired for products greater than two Major Releases old. To illustrate, upon release of AutoStore 6, all Support for AutoStore 4.x will be discontinued.

Customers on an active Service and Maintenance contract are eligible for both minor and major product updates during their contract period. Additionally, customers on active Service and Maintenance contracts may continue to purchase add-on component licenses for up to one quarter after the launch of a subsequent Major Release. Upon reaching one quarter after a new Major Release, the previous release is considered to have reached the End of Sales milestone.

In example, if a customer has AutoStore 5 with an active Service and Maintenance contract and AutoStore 6 ships, the customer may still license additional AutoStore 5 components for up to one quarter after the release of AutoStore 6. Should there be any price adjustments between versions of the product, the previous version's pricing will be honored through the End of Sales period.

Version Compatibility

Sibling products (example: QuickCapture Pro®) will have the same whole number integer as the AutoStore compatible platform. As an example, beginning with AutoStore 5, any sibling product that has 5.x as its version will be compatible.

Sibling Product Release Cycles

Non-platform products (QuickCapture Pro, OpenForms 360™, etc) will continue to release on their own life cycles. Nuance will strive to align critical releases to the AutoStore platform releases, but parallel release cycles are not to be expected and should be planned for accordingly.



New Customer Sales

New customers must purchase licenses against the most recent Major Release of a product. The one exception to this policy is for situations in which a proposal or bid is issued within 30 days of a General Availability date of a Major Release. In this situation, all POs will be honored for the Legacy Release for one quarter after the GA of the new, Major Release.

Definitions: Enhancement Requests, Bug Triage and Release Candidate Identification.

Rank and Definitions

R1 Bug: Data loss. If identified in the field, requires immediate assistance from R&D. Existing work stops until issue is addressed. Typically a Hot Fix is used to deliver fix.

R2 Bug: Workaround may/may not exist. Issue is bad, needs to be addressed (SP or Service Pack depending on exposure). If identified in a prerelease build, product cannot GA release.

R3 Bug: Workaround is available. Not a critical issue but something to be addressed in the future. Product can ship with R3 bugs.

R4 Feature request: Approved.

R5 Feature request: Unapproved.

Definitions

Major Release: A major product release is denoted by a whole integer (example: 5.0). Major releases are typically made available every 12 to 18 months.

Minor Release: A minor product release — also known as a “dot” release — is denoted by a number on the right side of the decimal point (example: 5.1). Not all major releases will have minor releases as part of its lifecycle. Minor releases are only done in the event an update to the product requires a new build.

Service Pack: A Service Pack (SP) is the vehicle used to delivery bug fixes, minor enhancements and occasionally new capabilities (example: support for a new MFP). Service Packs are released 2-3 times a year and are cumulative in nature (SP2 will include all of SP1).

Legacy Release: Any product release at least one full version behind the current shipping Major Release.

General Availability: The milestone date for which a product is deemed commercially available.

End of Sales: The last day a new license for either a component or a user license can be added to a new or existing configuration.

End of Support: The last day in which bug fixes or on-plan Customer Support assistance will be provided for a product.

End of Life: All references to the product are removed from publicly accessible locations (web, etc).