

RWS Product Release Policy

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Summary

The Product Release Policy defines the different Product Release types and the associated support lifetime that will be available for RWS perpetual and term licensed on-premises software products and their connectors (see Appendix 1) and will apply for all releases of those on-premises software products and their connectors after 1st Jan 2021. For all hosted, managed and SaaS based RWS software, the respective RWS Service Catalog will apply. Please consult your RWS representative to obtain the RWS Service Catalog for your product.

To ensure you get the greatest value from your RWS Product and support and maintenance contract, we recommend you keep your software updated to the most current release where possible.

Release Types

Feature Release

Definition

A Feature release is a scheduled product release which includes new features or significant improvements and updates to existing features, platform support updates, enhancement requests and bug fixes.

If you want to get the most value from your product by always keeping up to date to the latest release, then Feature releases are a good option for you.

Versioning

A Feature release is identified by the product name followed by the version of the release. The version increment can be either a minor or major version increment.

Minor version increments:

- are low impact updates
- are backwards compatible, unless otherwise documented in the release notes
- allow for easy upgrades
- are in some products referred to as a Service Release (SR)

Major version increments:

- can include breaking changes, for example API changes
- can include removed or changed functionality to features that have been deprecated in earlier feature release of the product

The following is an example of a feature release with a major version increment: “MultiTrans 7.0” or “Trados Studio 2019”. An example of a feature release with a minor version increment: “TMS 12.5” or “Trados Studio 2019 SR1”.

Installation

A Feature release will ship with a standalone installer, which means it does not require any previous feature release to be installed. Exceptions to this will be identified in the Release Notes.

Support

Please see Appendix 1 for the support timelines of a Feature release for your product as of the initial release date.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific Feature Release to be installed.

Long Term Support release

Definition

A Long-Term Support (LTS) release is a Feature release that has been designated for longer than the standard support term for a Feature release. Some RWS products will not release LTS versions, see Appendix 1 for the overview.

LTS releases are for customers who do not want to upgrade each time a new Feature release is available and need more time to prepare for upgrades. If you only upgrade to a new Feature release once every 2-4 years, LTS releases will be a good option for you.

To provide customers with enough overlap between LTS releases, a Feature release will be promoted as LTS release at least 12 months before the most current LTS release will go out of Full Support. The promotion of a Feature release as LTS release will be announced at the time of release.

Versioning

Because an LTS release is essentially a Feature release with special support status, it is identified by the Feature release version and the addition "LTS". For example: "Tridion Sites 9.5 LTS".

Installation

Same as Feature release.

Support

Please see Appendix 1 for the support timelines of an LTS release for your product as of the initial release date.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific LTS Release to be installed.

Cumulative update

Definition

A Cumulative update is a scheduled product release which includes platform support updates and all Hotfixes released since the previous Cumulative update or Feature release (if no previous Cumulative update has been released).

A Cumulative update is a low impact update, which is backwards compatible and allows for a relatively easy upgrade because it does not include new features or significant improvements and updates to existing features, unless otherwise documented in the release notes.

RWS products which release LTS versions might only release Cumulative Updates for LTS releases. For those products, customers who are on a Feature release are encouraged to upgrade to the next Feature release or LTS release instead to benefit from platform support updates.

Versioning

A Cumulative update is identified by the corresponding Feature release version and the addition “Cumulative Update” (or CU) and the version of the Cumulative update. For example, “TMS 12.4 Cumulative Update 18” or “Trados Studio 2019 SR1 CU6”. Some products will use the third digit in the version number to indicate the Cumulative Update version number, for example, “Contenta 5.8.1”.

Installation

A Cumulative update can either ship with a standalone installer, which means it does not require any previous Feature release or Cumulative update to be installed, or ship with an incremental installer, which means it depends on the latest Feature release or Cumulative update to be installed. This will be identified in the Release Notes.

Support

The LTS or Feature release and all previously released Cumulative Updates (if available) for that LTS or Feature Release will be superseded by the new Cumulative Update.

The support lifetime for the new Cumulative Update will be the remaining support lifetime of the previous Cumulative Update, or the LTS or Feature release if no previous Cumulative Update was available. Therefore, the total support lifetime for that LTS or Feature release will not be affected by the release of a Cumulative Update.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific release to be installed.

Hotfixes

Definition

A Hotfix is a single package that includes a remediation to address a specific defect in the product that is deemed critical enough that it could not be held off until a regular Feature release is available.

Hotfixes will only be considered for Critical (P1) or High (P2) defects; however, RWS will make the final decision on whether a Hotfix is released, based on customer impact, technical complexity, available workarounds, and schedules. See RWS Customer Support Service Policy.

Versioning

A Hotfix package is identified by a number associated with the defect that is addressed by applying the Hotfix and the version of the Feature release it is intended for.

Installation

The installation of a Hotfix requires the latest Cumulative Update, if available, for the specific Feature Release to be installed.

A Hotfix package is made available to the customer through Customer Support and will include a README file that describes dependencies, purpose, and installation details of the Hotfix.

Support

The support lifetime of an LTS release, Feature release or Cumulative Update will not be affected by the release of a Hotfix. The support for a Hotfix itself will follow the support lifetime of the LTS release, Feature release or Cumulative Update it is released for, meaning support will end simultaneously with the end of support of that release, unless superseded by a newer hotfix or Cumulative Update.

Product support

Product lifecycle phases

Full support

Product releases in the Full support phase are actively maintained and supported. The release of Platform support updates, Hotfixes, Security fixes and Cumulative Updates for a product release in Full support will be assessed on a regular basis.

Extended support

Extended support may be available as a paid option for specific product releases which are moving out of Full support. This option provides you with additional support and maintenance services to allow you to plan and execute an upgrade to the latest product release.

Note: This option requires an additional support agreement between RWS and the Customer.

Retired

Retired product releases are no longer supported directly by RWS; ONLY access to the online Knowledge base, Documentation and Community is available.

Product support type overview

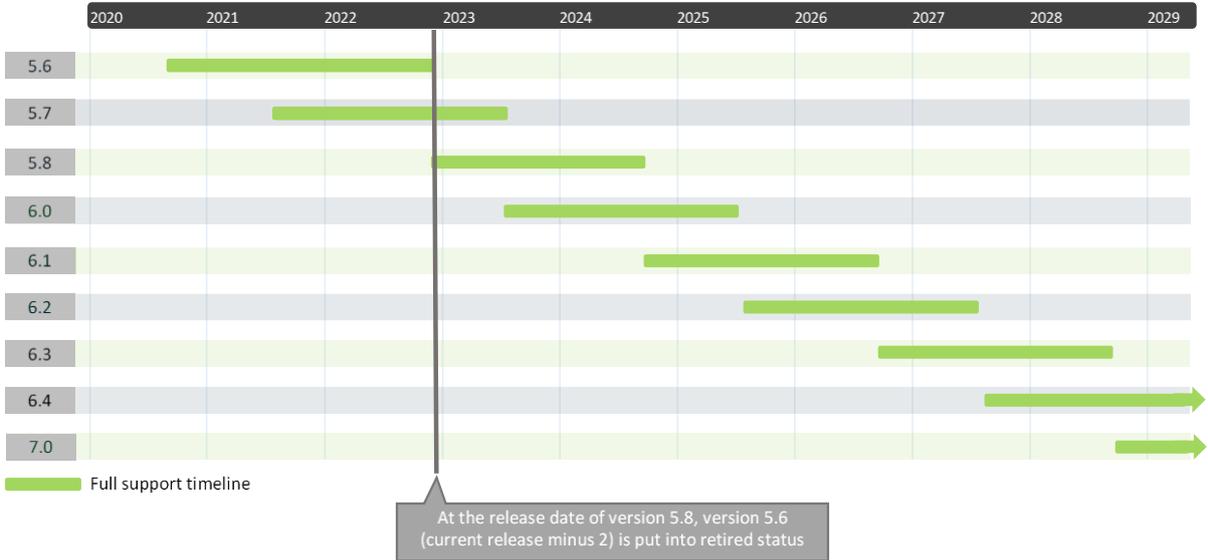
	Full Support	Extended Support	Retired
Access to online Knowledge base, Documentation and Community	✓	✓	✓
Raise support tickets to get help with production system related issues	✓	\$	-
Raise support tickets to get help with development system related issues	✓	-	-
Raise support tickets to get help with limited installation or upgrade related issues	✓	-	-
Raise support tickets to get help with security-related updates for the product	✓	-	-
Defects and Hotfixes	✓	-	-
Platform support updates	✓	-	-

RWS Professional Services offers a packaged portfolio of service offerings, to provide additional support during the entire product lifecycle, for example for installation and upgrade.

Example Product Lifecycle timeline of products using LTS releases and extended support:



Example Product Lifecycle timeline of products retiring releases dependent on release cycle:



Appendix 1 – Overview of RWS software products and support timelines

The RWS Product Release Policy applies to the following perpetual and term licensed on-premises software products and shows an overview of the typical support timelines per product:

Product	Full Support Timeline		Extended Support Timeline	Comments
	Feature Release	LTS Release		
Trados Studio	-	n/a	n/a	Dependent on release cycle. With 6 months grace period before a release is retired after the new release
Trados GroupShare	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
Trados Business Manager	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
MultiTerm	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
Passolo	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
Contenta Publishing Suite • Contenta • Contenta S1000D • LiveContent S1000D • XPP	-	n/a	n/a	Dependent on release cycle
Tridion Sites	2 years	3 years	2 years	-
Tridion Docs	2 years	3 years	2 years	-
Language Weaver Edge	2 years	4 years	2 years	-
WorldServer	2 years	n/a	negotiable	-
MultiTrans	2 years	n/a	negotiable	-
TMS	2 years	n/a	negotiable	-

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our clients to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise, and smart technology.

Clients include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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