

Product Lifecycle

SDL ACM

Professional & Enterprise editions

May 2017

The logo features the text 'SDL*' in a bold, dark blue font. A large, white, stylized asterisk graphic is positioned behind the text, extending across the bottom right portion of the page. The background of the entire page is a gradient of green, with faint, light green line art patterns in the lower right area.

SDL*



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Product Lifecycle

A cornerstone of SDL's success strategy is its commitment to excellent customer service and support. Consequently, the levels of support provided by our support policies exceed that of many other software vendors.

At any particular point in time, each ACM product release is supported at one of four possible levels.

1.1 Support Level 1 (fully supported)

We believe that customers on the latest release should benefit from all the latest product updates.

Therefore, the latest Generally Available (GA) version will be supported at Support Level 1.

Support Level 1 includes telephone and electronic support including answers to customers' questions; product workarounds where possible; defect fixes whenever practical (note 3) and some minor enhancements are made available as patch updates.

Every change in every patch release is also provided for versions that are at Support Level 1.

1.2 Support Level 2 (maintained)

Whilst we would like all of our customers to receive the benefits of all of our latest product developments as soon as possible, we recognize that there is an overhead in upgrading to the latest version. We therefore want to ensure that our customers continue to receive full support on previous versions of our product for a reasonable amount of time that enables them to schedule new updates along with their other business imperatives.

Therefore, when a version is superseded by a new GA release, we will continue to support it at Support Level 2 until a published de-support date. The Level 2 de-support date is influenced by the number of customers running it. I.e. if there are no customers left running it then it will be de-supported sooner whereas if there are many customers running it then it will be supported for longer.

Support Level 2 includes telephone and electronic support including answers to customers' questions; product workarounds where possible; preliminary advice with planning updates to a version of the product at Support Level 1; defect fixes when practical (note 3) and some minor enhancements are made available as patch updates if specifically requested by customers and if it is practical. Patch released changes to earlier product versions are also provided for later versions that are at Support Level 2.

1.3 Support Level 3 (limited support)

It would be impractical to fully support all old versions of ACM, so we provide customers on older releases with limited support.

When a version passes its published level 2 de-support date, we will continue to support it at Support Level 3 until a published Level 3 de-support date. With Support Level 3, we aim to provide an excellent level of support on a reasonable endeavors basis that will enable our customers to keep their businesses running.

Support Level 3 includes telephone and electronic support consisting of answers to customers' questions; product workarounds where possible; preliminary advice with planning updates to a version of the product at Support Level 1.

Support Level 3 excludes new bug fixes; back-porting of product changes; escalation; response time adherence.

1.4 Support Level 4 (E-support)

Whilst SDL does not support product versions at Support Level 4 via the support desk, customers still have the option to use the Support Portal which provides 24 x 7 access to a wealth of technical documentation. For access go to: gateway.sdl.com
We make every effort to ensure our supported customers have plenty of warning before an old version is moved to Support Level 4.

1.5 Notes:

1. This policy applies to two editions of the ACM product:
 - ACM – Professional edition (ACM-p)
 - ACM – Enterprise edition (ACM-e, previously abbreviated as CME)

Prior to version 5.9 from release 5.5 onwards the product was known as “Morello”. Before that it was known as Mediasurface 5 and Mediasurface 4.
2. This document is for informational purposes only, and is intended to outline SDL’s current support policy for the ACM product. The information in this document is subject to change without notice at SDL’s discretion. In accordance with SDL’s policy, future releases of ACM products are provided to customers who have a valid support contract only.
3. Explanation of “practical”: some changes require such extensive modifications to the product that it would present an unacceptably high risk to supply them as patch updates, they may also create incompatibility issues. In these cases, it is deemed impractical to issue the changes within a patch release so the changes will be rolled into a future version of the product.
4. Customer version register. In order to plan de-support dates, SDL maintains a register of what version of software is being run by each customer. If customers ensure that they notify SDL whenever they roll out an update, we can keep this register up to date and consequently provide better customer service levels.

1.6 Current Support Levels

Version	Current Level	Move to Level 2	Move to Level 3	Move to Level 4
7.2	Support Level 3	-	-	1 st January 2019
7.1	Support Level 4	-	-	-
7.0	Support Level 4	-	-	-
5.9.5	Support Level 3	-	-	1 st January 2019
5.9	Support Level 4	-	-	-
5.8	Support Level 4	-	-	-
5.7	Support Level 4	-	-	-
5.6.5	Support Level 4	-	-	-
5.6.0	Support Level 4	-	-	-
5.5	Support Level 4	-	-	-
5.4	Support Level 4	-	-	-
5.3.5	Support Level 4	-	-	-
5.3	Support Level 4	-	-	-
5.2	Support Level 4	-	-	-
5.1	Support Level 4	-	-	-
5.0	Support Level 4	-	-	-
4.7	Support Level 4	-	-	-

Earlier versions are level 4 (e-support)

About SDL



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