



Progress OpenEdge Life Cycle Policy Guide

March 2020

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1 Introduction

Progress Software's OpenEdge Product Life Cycle consists of a series of milestones and activities that determine the different stages of a product release's life cycle: starting from its first General Availability (GA) to the eventual Retirement. The primary objective of this document is to help customers understand the different stages of OpenEdge product release life cycle, and to help with planning the upgrade and/or migration strategies of their OpenEdge applications.

New features and enhancements are introduced in new releases, and from time to time Progress Software will declare some of these new releases as Long Term Supported (LTS) releases. This document explains the differences between LTS and non-LTS releases.

Each OpenEdge release goes through up to three phases of product life cycle: Active, Sunset, and Retired. The definition of each life cycle phase includes information about certification of new platforms or operating systems, availability of Updates, and more.

2 Forms of Product Delivery

2.1 Releases

Releases contain important new product features and enhancements along with bug fixes.

Each release is available as a complete install to all customers with a current Maintenance agreement. It may require modifications to your applications (e.g. recompile new and/or modified code to take advantage of new features) or systems (e.g. changes to supported platforms).

i Note: The distinction between *Major* and *Minor* releases is no longer in place.

2.2 Updates

Updates are used for the resolution of critical product issues, as determined solely by Progress, including *defects* categorized at Severity 1 (and by exception Severity 2) defined in [Progress Maintenance and Support Policy](#) and/or *security vulnerabilities* classified at [Common Vulnerability Scoring System \(CVSS\)](#) score level 9 or higher. Delivery timeline and content of every Update is always at the discretion of Progress.

i Note: Updates replace *Service Packs* and *Hot Fixes* as a delivery vehicle for receiving post-release patches. Updates adhere to much stricter standards in which backward compatibility and release stability are the primary objectives for all customers operating the corresponding release in production. For this reason, not all critical product issues will be fixed in Updates.

Product issues or change requests that don't get resolved in Updates will be taken into consideration when planning future releases. In some cases, it may be beneficial to share a product issue with other OpenEdge customers in the form of idea submission at <https://openedge.ideas.aha.io/>.

Updates generally do not require a complete install or migration effort and are available to all customers with a current Maintenance agreement. If it is not possible, a separate communication to customers is issued explaining the case in more detail.

Updates are cumulative and made available to all customers with a current Maintenance agreement.

3 Product Support Duration

Any OpenEdge release can be designated as Long Term Supported (LTS) release at Progress's discretion. Unless stated otherwise, new releases should be treated as non-LTS releases.

3.1 Long Term Supported (LTS) Releases

Starting with OpenEdge 12.2, Progress Software introduced the concept of Long Term Supported (LTS) releases. An LTS release is meant to be adopted by customers who primarily look for stability and minimal change for a deployed application over the course of many years.

i Note: For continuity purposes OpenEdge 11.7 is considered an LTS release. The information about its targeted Sunset and Retirement Phase dates will be communicated separately.

3.2 Non-LTS Releases

Non-LTS releases are targeted for customers seeking a faster pace of innovation and change. These releases, while delivering new features and ready for production use, become Retired immediately upon the subsequent release becoming available. They may get Updates addressing critical issues, but, due to their potentially short lifespan, they don't get planned (or scheduled) Updates.

Progress Software recommends use of continuous integration and continuous delivery to help benefit from the faster release cadence expected with non-LTS releases. Non-LTS releases also give customers an opportunity to use and test features that will appear in upcoming LTS releases.

3.3 Versioning Scheme

The versioning scheme of OpenEdge is used to capture the unique build number. It is most often used when reaching out to Progress Technical Support to verify the exact binaries used by the customers.

i Note: The versioning scheme does not necessarily identify whether a distribution is an LTS Release, a non-LTS Release, or an Update. Furthermore, different components of the same OpenEdge release may have different build versions.

4 Product Life Cycle Phases

4.1 Active Phase

An OpenEdge release enters the Active life cycle Phase when it becomes Generally Available (GA), and exiting it when it enters the Sunset Phase.

Active Phase product releases are fully supported. If problems are found using an Active Phase release, Progress will work with customers towards an appropriate resolution if their licenses are covered under Maintenance.

LTS releases in the Active Phase will be evaluated by Progress for certifications and ports to new third-party products and their versions. Non-LTS releases will only be considered for certifications, but not for ports.

i Note: NO NEW FEATURES will be added or retrofitted in Updates to an LTS release. New features/enhancements will only be introduced in subsequent Releases.

Progress recommends that customers begin all new projects with the latest Active Phase LTS releases, and migrate or upgrade their existing applications or environments to the Active Phase LTS releases as soon as possible.

Progress is actively monitoring customers' experiences for all GA releases, and looking for a representative set of confirmed production deployments. Once this evidence is collected for an LTS release, as established in Progress' sole judgement, Progress will announce the start of the **five** years countdown to the release Sunset (*Target Sunset Date*).

4.2 Sunset Phase (only for LTS releases)

An LTS release will enter the Sunset Phase once both of the following two conditions are met:

- a) The Target Sunset Date is reached, and
- b) A newer LTS release is GA.

i Note: A non-LTS release does not enter the Sunset Phase. Once a subsequent release becomes Active, the prior non-LTS release immediately moves to the Retired Phase.

LTS releases in the Sunset Phase are fully supported and will be evaluated by Progress for certifications on new operating environments, but not for ports to new hardware systems.

The frequency of planned Updates for Sunset Phase releases may be reduced at Progress's discretion.

If problems are found using product releases in the Sunset Phase, Progress will work with customers towards an appropriate resolution where possible, if their licenses are covered under Maintenance. This includes the possibility of an Update at the discretion of Progress.

Progress recommends that customers plan to upgrade from Sunset Phase product releases using this document as a guideline.

The duration of the Sunset Phase is fixed at **three** years, after which the release becomes Retired.

4.3 Retired Phase

Product releases placed in the Retired Phase are not available for sale except for the purchase of additional licenses. Retired Phase product releases will not be evaluated for certifications on new

operating environments. Although Updates are not provided for Retired releases, Progress will provide commercially reasonable efforts to resolve customer issues and answer customer questions on Retired Phase product releases covered under Maintenance. However, the knowledge, skills, and development and testing environment required to resolve issues on Retired Phase product releases are NOT guaranteed. Progress strongly recommends that customers migrate or upgrade to fully supported OpenEdge releases as soon as possible in order to maintain the highest level of support for their applications and systems.

Progress recommends that customers plan to upgrade from Retired Phase product releases using this document as a guideline. If problems are found using product releases in the Retired Phase, Progress will work with customers towards an appropriate resolution where possible if their licenses are covered under Maintenance. In case of LTS releases, this includes the possibility of an Update at the discretion of Progress and **for a fee** (based on an assessment of the effort required by Progress), **only for the first year of the Retired Phase**. Starting in year 2 of the Retired Phase, Progress will not consider requests for Updates.

4.4 Summary of Attributes Available for Each Life Cycle Phase

	Active		Sunset	Retired
	LTS	Non-LTS		
Updates	•	•	•	-
Certify new third-party product version	•	•	•	-
Port to new platform	•	-	-	-
Sales to new Direct Customers	•	•	-	-
Sales to ISVs for new Customers	•	•	•	-
License quantity increases	•	•	•	•
Lifetime Technical Support ¹	•	•	•	•

For further information, please contact your Progress sales representative or business partner.

For information about Progress Support Services please refer to <https://www.progress.com/support/openedge>.

4.5 What Life Cycle Phase is Each OpenEdge Release in?

An individual OpenEdge release moves through the Active, Sunset, and Retired life cycle phases over time based on policies described earlier in this document.

To learn what phase a specific OpenEdge release currently is in and also to see what the target date is for moving to the Retired phase, please visit the [OpenEdge Product Availability Guides and Life Cycle Guide](#) page on Progress Communities.

¹ Requires an active Maintenance agreement.

5 Third-Party Product Support

OpenEdge product releases depend on, interact with, and leverage many third-party products. Their support and compatibility are covered by the [OpenEdge® 12 Platform & Product Availability Guide](#) (PAG).

5.1 Supporting New Versions of Third-Party Products

Progress makes reasonable commercial efforts to support new versions of critical third-party products that are announced by their vendors to become GA prior to **three** months before a new OpenEdge release becomes GA.

At a minimum, this commitment covers all supported Operating Systems, Java and .NET as documented in PAG.

5.2 De-Supporting Third-Party Products Retired by their Respective Vendors.

Progress makes reasonable commercial efforts to continue supporting third-party products that, according to their vendors, will not be retired within the first **six** months of a new OpenEdge release becoming GA.

Plans or intent to discontinue support for critical third-party products are announced in the PAG document in advance. At a minimum this commitment covers all supported Operating Systems, Java and .NET.

5.3 Levels of Third-Party Product Support

At its discretion Progress may *certify* or *port* OpenEdge to work with new versions of third-party products, as they become available.

5.3.1 Certification

Progress performs a series of tests to determine if OpenEdge works “as is” with a third-party product version (e.g. Operating System). This does not involve recompilation or otherwise changing OpenEdge code.

As a result of this process, Progress certifies specific third-party product version for a given OpenEdge release. Any limitations or known issues are noted and shared with customers.

5.3.2 Porting

Porting may require Progress to make changes to the OpenEdge platform to make sure it works with a specific third-party product version. This is usually done following certification and the resulting findings.

6 Backward Compatibility

Backward compatibility refers to a new product release's ability to seamlessly, or at least with minimal disruption, support a prior release deployment. This impacts the operation of applications in use as well as maintenance and development of these applications.

Backward compatibility has always been at the forefront of Progress release planning. While new Releases and Updates are meant to make OpenEdge better, some changes inevitably may require additional steps towards a smooth transition. This is particularly important for any changes that may affect mission-critical business applications running in production environments.

The following table lists some, but not all, examples of the types of changes and potential implications that you can expect to encounter in new releases and updates.

	Releases	Updates
Security <ul style="list-style-type: none">Progress is continually monitoring OpenEdge for security threats and reserves the right to make changes (e.g. replace or deprecate ciphers) to mitigate potential security vulnerabilities. These changes may impact the OpenEdge functionality and/or performance and may require specific one-time installation steps or updates to the way OpenEdge is used. See more at https://www.progress.com/support/openedge-security-guidelines	✓	✓
Database <ul style="list-style-type: none">These changes may require a one-time database schema migration, accomplished as part of the version upgrade.	✓	✗
R-code <ul style="list-style-type: none">These changes may require a source code recompilation.	✓	✗
GUI for .NET (.NET Assembly references) <ul style="list-style-type: none">Progress reserves the right to provide updated versions of the .NET Assembly references, as appropriate as vendors discontinue their support.	✓	✗
Runtime (AVM, AppServer) <ul style="list-style-type: none">These changes may require updates and redeployment of the OpenEdge application(s).	✓	✗
Platform support <ul style="list-style-type: none">Support for Operating Systems or other platform components or their versions may be discontinued at Progress's discretion. Refer to the latest published PAG version for more information.	✓	✓
Command line tools and utilities <ul style="list-style-type: none">These changes may require updates to the installation scripts tailoring and/or to the custom developed administration and/or monitoring tools.	✓	✗

	Releases	Updates
Progress OpenEdge Explorer and Progress OpenEdge Management <ul style="list-style-type: none"> Unless otherwise stated OEE/OEM can connect and manage older OpenEdge versions. However, Progress reserves the right to deprecate OEE/OEM support for releases in Retired phase. In some cases, management of OpenEdge resources or functionality that has been deprecated in newer versions may be removed from the updated OEE/OEM user interface. In such cases an older version of OEM would need to be used to maintain management of the resources in older OpenEdge version. 	✓	✗
Progress OpenEdge Pro2 <ul style="list-style-type: none"> New features can be introduced; some features may be deprecated. If appropriate, Pro2 users can opt in (typically via Property settings and/or preprocessor options) to new capabilities in order to retain backward compatibility. 	✓	✗
ABL (language features) <ul style="list-style-type: none"> New capabilities may be introduced or deprecated in new releases. New features do not impact existing code. If appropriate, developers can opt in (typically via startup settings) to new capabilities in order to retain backward compatibility. 	✓	✗
SQL <ul style="list-style-type: none"> Progress reserves the right to change the default value, or the applicability, of SQL startup parameters which configure SQL operation. E.g., the default value for “-SQLTruncateTooLarge” might change, which would alter the behavior of the Authorized Data Truncation SQL feature. For such a default value change, the startup parameter can be used to re-establish the former default value as the chosen configuration value. 	✓	✗
Progress Developer Studio for OpenEdge <ul style="list-style-type: none"> New features can be introduced; some features may be deprecated. Recompilation of source code and re-initialization of workspace may be required. Any kind of project migration is automatic. However, user configurations may not be merged, for example, for Rest or Web based projects. In such case the previous configuration will be backed up. 	✓	✗

7 Feature / Functionality Obsolescence Life Cycle

In addition to product life cycle, features and functionality also move through various phases of maturity from commercial introduction to obsolescence. As features become obsolete, they are handled in one of two ways: They can be **De-Supported** or **Deprecated**.

- **Definition of De-Support:** Features/Functionality is identified as obsolete, but not removed from the product.
- **Definition of Deprecation:** Features/Functionality is identified as obsolete and removed from the product.

The backward compatibility of OpenEdge-based applications and deployments is one of the key factors in determining if obsolete features are *Deprecated* or *De-Supported*.

Typically, OpenEdge language features are de-supported to ensure the support of existing applications whereas deprecation is used for functionality where the loss does not force application re-work.

Benefits of the De-Support and Deprecation life cycles phases include:

- Set appropriate customer's expectations regarding backwards/forwards compatibility
- Give customers enough time to consider and plan changes in their applications
- Promote rejuvenation and upkeep of applications, advantageous to partners and customers
- Better alignment with non OpenEdge technology partners such as Operating Systems vendors
- Encourage customers to use modern replacement features as appropriate

7.1 De-supported Features and Functionalities

De-support provides the ability to identify, communicate and manage obsolescence (and the possible eventual deprecation) of features and functionality, independent of the products and versions in which they may be included and how are they packaged. Progress's recommendation is that de-supported features should no longer be used. Customers should consider substituting de-supported features over time with the newer replacement ones. Please note that:

- De-supported features continue to function
- Best-Effort support will be available for de-supported features and functionalities
- De-supported features will not include further enhancements
- Communications will follow the 'Obsolescence Life Cycle Guidelines' as described below

7.2 Deprecated Features and Functionalities

Deprecation is used where changes in technology or standards have made a feature obsolete and it is removed from the OpenEdge product. Deprecated features sometimes have replacement equivalents and typically have no impact on backwards compatibility. Key details of deprecation include:

- OpenEdge-dependent features will be removed, such as RAW partition support
- Third party-dependent features, such as platform support, may continue to function
- There will be no support for deprecated features
- Communications will follow the 'Obsolescence Life Cycle Guidelines' as described below

7.3 Feature / Functionality Obsolescence Life Cycle Guidelines

The following are the phases for the De-support or Deprecation life cycle of features as they become obsolete:

- Prior to assigning one of the obsolescence statuses, features that are candidates for de-support or deprecation will be published to partners and customers for comment, potentially polling for information on the impact that the de-support or deprecation may cause to current applications
- OpenEdge Product Management will use the information gathered from this process to assess the obsolescence of each feature or functionality
- Details about de-supported and deprecated features will be included in Platform and Product Availability Guide
- Announcements will be made to inform the Progress community of updates to features' statuses
- De-supported and deprecated features will be identified as such in the Product Documentation