



IBM Internet Security Systems Product Lifecycle Policy

Version 2.3

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Introduction

IBM Internet Security Systems™ (ISS) is dedicated to providing customers with the highest quality security products to protect against the latest threats and vulnerabilities. Every product produced by IBM ISS has a lifecycle that governs the time that IBM ISS provides security updates and customer support for that product.

This Product Lifecycle Policy is provided to inform customers about the stages of the product lifecycle and the standard periods of support for each.

To whom and to what does this policy apply?

This policy applies to products or to content streams within those products that are created by IBM ISS. Customers operating these products under a subscription license or a current support and maintenance agreement are entitled to the benefits associated with this policy. This policy does not apply to third-party products (software or hardware) sold by, but not produced by IBM ISS.

Please refer to your IBM Support and Maintenance Policy for IBM ISS Products and Services for specific details on support for currently owned products.

Sections of this Policy

If you are already familiar with the IBM ISS Lifecycle Terminology, you may want to skip the first few sections of this document.

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Know the terminology and want to refresh your memory of the standard support timelines	Lifecycle Announcements and Timelines	6

Lifecycle Terminology

Overview

To understand the IBM ISS Lifecycle Policy, it is important to know how IBM ISS uses the following terminology in context of the policy:

- *software and hardware*
- *release types*
- *support types*
- *lifecycle stages*

This section describes this terminology.

Software and hardware

Certain terms pertaining to software and hardware have specific definitions for purposes of the IBM ISS Lifecycle Policy:

Term	Definition
Software	The term “Software” refers to the IBM ISS-produced, machine-readable object code (as opposed to source code) sold as a software product or as preinstalled software (sometimes called firmware) on IBM ISS-produced hardware and all updates to that software. Software updates are categorized by release types, described in Table 2 on page 4.
Firmware	See Software.
Hardware	The term “Hardware” refers to a specific version of hardware produced by IBM ISS typically identified by the appliance model number.
Product	The term “Product” refers to IBM ISS Software and/or an IBM ISS Appliance (IBM ISS Hardware with IBM ISS pre-installed Software).
Platform	The term “Platform” refers to the major versions of an operating system supported by a Software Product as described in that product’s system requirements document. Examples of Platforms are Microsoft® Windows 2000 and Red Hat® Linux 9.0. Minor updates to operating systems, such as a service pack or hot fix, and Software updates for appliances are not defined as new Platforms under the IBM ISS Lifecycle Policy.
Release	Release A Release refers to the introduction of a new Product or to Software updates for existing Products. Release types are defined in the next section.
System Requirements	System Requirements refer to software and hardware enhancements required by a certain Software Release. These enhancements could include changes to memory, hard disk capacity, network interface, supporting third-party software, etc. Customers should always consider the latest System Requirements before upgrading to a newer version of IBM ISS Software. System Requirements are available online at: http://www.iss.net/support/documentation/all.php
Software versions and service packs	Software versions and version types like a service pack are simply a method for customers and IBM ISS Customer Support to identify a specific version of IBM ISS Software in use on a system or appliance. Software versions and version types like a service pack do not necessarily indicate Release Type (see next table) or period of support for previous versions of the Software.

Table 1: Software and hardware terms and definitions

Release Types

When IBM ISS releases a new Product, or makes updates to an existing Product, the Release is categorized as a specific Release Type. The Release Type indicates the amount or type of change introduced by that Release. As expected, some Releases introduce more changes to a Product than others. The IBM ISS Lifecycle Policy is crafted to provide customers adequate upgrade time in proportion to the amount of change introduced by a new Release. The following table describes each Release Type, and “Lifecycle Announcements and Timelines” on page 6 lists standard timeframes for support of previous Releases.

Release Type	Description
New Release	A new Release marks the beginning of a new Product offering.
Major Feature Update	<p>An upgrade to existing Software, a Major Feature Update adds major features, significantly changes an existing feature (like user interface reorganization or a major change to the way an existing feature works), or introduces major architectural changes.</p> <p>In addition to one or more major changes, a Major Feature Update can also contain small enhancements and new security content if the content is related to the delivery of other features.</p> <p>Major Feature Updates have gone through lengthy development and test cycles, and customers should make every effort to allow for adequate change control and adoption in their environments.</p>
Minor Feature Update	<p>An upgrade to existing Software, a Minor Feature Update can add small new features and can make enhancements to existing features.</p> <p>Minor Feature Updates can contain new security content if the content is related to the delivery of other features.</p> <p>Customers should test Minor Feature Updates before deployment to verify stability in their environments.</p>
Maintenance Update	<p>An upgrade to existing Software, a Maintenance Update contains only software fixes and minor usability enhancements. Maintenance Updates pose very little risk in terms of change control, and, oftentimes, include critical fixes that IBM ISS customers should apply as soon as possible.</p> <p>Although IBM ISS typically separates the release of new security content from Maintenance Updates, Maintenance Updates may, on occasion, contain new security content.</p>
Content Update	<p>An upgrade to existing Software, a Content Update adds new or updated security content that prevents or detects threats, vulnerabilities, or other security issues.</p> <p>For example, a Content Update may include updated vulnerability protection algorithms for the Intrusion Prevention module or new vulnerability checks for IBM Proventia[®] Network Enterprise Scanner. Content Updates also apply to management Software, such as a database update that includes help or policy information for signatures, checks, or other security content.</p> <p>Content Updates may include some architectural changes in the security content modules, such as the addition of new protocol or content parser in PAM or new behavioral techniques in VPS.</p> <p>Some Content Updates contain scheduled, non-critical security content. Other Content Updates may be classified as “critical” and are described below.</p>
Critical Content Update	Critical Content Updates address time-sensitive and potentially highly destructive security issues. IBM ISS recommends that customers apply these updates immediately.

Table 2: Release Types

Support types

As a Product ages or goes through the IBM ISS Lifecycle, the type of support the Product receives changes. The following table describes several terms to describe the types of support referenced throughout this document.

Support Type	Description
Content Support	Refers to security content updates.
Customer Support	Refers the phone, email and other service support provided by IBM ISS Customer Support.
Full Support	Customer Support and Content Support combined.

Table 3: Support Types

Lifecycle stages

IBM ISS uses specific terminology to describe various stages in the lifecycle of an IBM ISS Product. For example, End of Content (EOC) refers to the date when IBM ISS will no longer release security content for specific Hardware or Software. These stages are described in the following table.

Lifecycle Stage	Description
General Availability (GA)	GA occurs when a new Product or a new version of Software is made available for licensing.
Restricted Availability (RA)	RA refers to restriction of sale based on geography, Platform, Hardware, Product, Software version or any combination. IBM ISS may restrict availability based on market requirements. Customer Support and Content Support combined.
End of Manufacture (EOM)	EOM occurs when a certain model of Hardware is discontinued and will no longer be manufactured. IBM ISS may continue to sell and distribute discontinued Hardware until stock for the EOM Hardware is depleted.
End of Sale (EOS)	EOS occurs when any given Hardware, Software (including specific versions), or Platform support is no longer offered for sale. In general, the previous Software version will no longer be offered to customers for sale when a new version is released.
End of Content (EOC)	EOC means that IBM ISS discontinues Content Updates for the affected Software or Hardware. Some events automatically start the EOC stage, such as the GA of a new Release, the EOM of Hardware, or the EOS of Hardware, Software, etc.
End of Life (EOL)	EOL means that the IBM ISS Support and Maintenance Policy is no longer applicable to the affected Software or Hardware.

Table 4: Lifecycle stages

Lifecycle Announcements and Timelines

Communication of lifecycle stages

In general, IBM ISS will make an announcement through standard customer communication channels when Software or Hardware has reached the following lifecycle stages:

- *General Availability (GA)*
- *End of Sale (EOS) for Hardware, Platforms, and Software (except for previous Software versions)*
- *End of Manufacture (EOM)*
- *End of Content (EOC)*
- *End of Life (EOL)*

In some cases, IBM ISS will pre-announce the approach of these phases. For example, when IBM ISS announces the General Availability (GA) of a Major Feature Update that affects the lifecycle of a previous Software version, IBM ISS may include the lifecycle impact to the previous version in the new version's announcement.

Signing up for announcement notifications

If you do not currently receive email notifications for these lifecycle stages, you can sign up for the notification mailing list through the Customer Support Portal:

<https://www.iss.net/issEn/MYISS/login.jhtml>

Lifecycle timelines

Software Releases and certain lifecycle announcements impact security content support and start the End of Life cycle for previous or discontinued Software or Hardware. The following sections describe the standard timelines for End of Content and End of Life initiated by these Releases and announcements.

In general, IBM ISS provides one set of standard timelines for sensor and agent Software, Platforms, and Hardware and another set of standard timelines (slightly extended) for management Software.

Sensor and Agent Software Lifecycle

Overview

This section describes the standard timelines for support of previous versions of agent and management Software.

Timelines

The following table lists standard timelines for sensor and agent Software.

Important: In October 2007, a policy exception was made for Software installed on GX-series appliances. For more information see https://issintranet.iss.net/isp/documents/Product_Lifecycle_Documentation/NIPS_Lifecycle_Addendum_102907.pdf

Lifecycle Timelines for Sensor and Agent Software		
Release Type/Announcement	Impact to Previous Versions	
	Content (EOC)	Customer Support (EOL)
Maintenance Update Release GA	Immediate end for previous Release	No impact to previous Releases
Minor Feature Update Release GA	Six months for previous Release	No impact to previous Releases
Major Feature Update Release GA	One year for previous Release	Immediate end for the Major Feature Update Release two Releases prior. Only the two most recent Major Feature Update lines are supported.
EOS (Software)	One year for last Release	One year for all supported Releases

Table 5: Standard lifecycle timelines—Sensor and agent Software

Example: Maintenance and Minor Releases

A customer licenses host-based software Proventia X v2.0. After a period of time, IBM ISS develops a Maintenance Update for the product, v2.1. This update contains minor, but critical bug fixes to the product. Although Customer Support will continue for 2.0, customers must upgrade to 2.1 to continue receiving Content Updates. In the next year, IBM ISS releases a Minor Feature Update v2.2 for Proventia X. This update contains some minor enhancements to existing features and some minor user interface changes. Content Updates for v2.1 will end after six months, but Customer Support will continue for all 2.x versions.

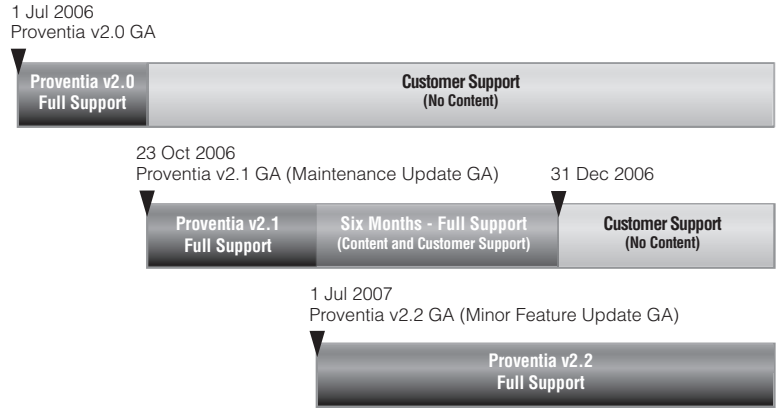


Figure 1: Software example: Maintenance Update and Minor Feature Updates

Example: Major Feature Updates

When a Major Feature Update, for example v2.3, is released, the standard Content Update support period for the previous version (v2.2) is one year. With the release of the next Major Feature Update (v3.0), all 2.x versions will reach EOL.

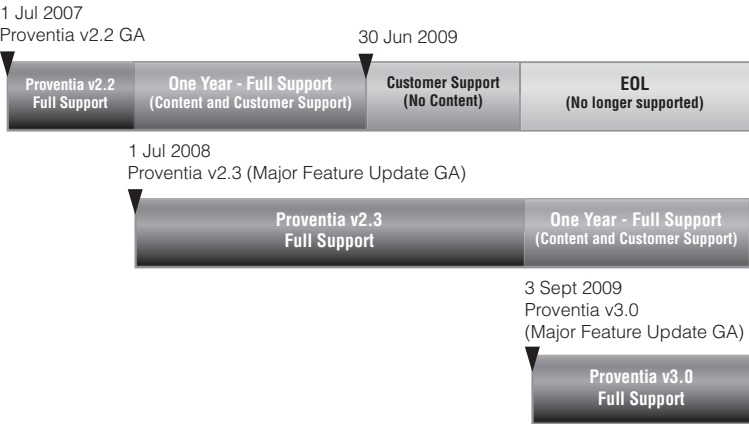


Figure 2: Software example: Major Feature Updates

Example: End of Sale

The market demand for Product XYZ has changed, and IBM ISS plans to discontinue this Software Product. On May 1, 2008, IBM ISS releases and EOS announcement. At the time of the announcement, there were two supported versions of the Product, v2.2 and v2.3. The EOC cycle for v2.2 had already started. Content Updates for 2.2 will still end as planned.

Content Updates and Customer Support for 2.3 will last a full year until April 30, 2009, at which time all support will end for the entire Proventia XYZ Product line.

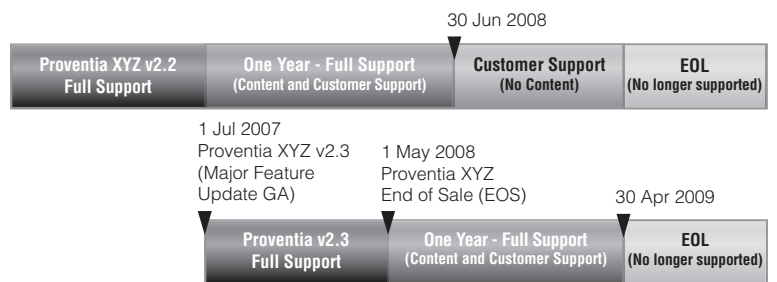


Figure 3: Software example: Product line End of Sale/End of Life

Management Software Lifecycle

Overview

Content and Customer Support for IBM ISS Management Software, IBM SiteProtector™ system, follows a slightly different support schedule than other IBM ISS Software.

Timelines

The following table describes the standard timelines.

Lifecycle Timelines for Management Software		
Release Type/Announcement	Impact to Previous Versions	
	Content (EOC)	Customer Support (EOL)
Maintenance Update Release GA	Immediate end for previous Release	No impact to previous Releases
Minor Feature Update Release GA	Three months for previous Release	No impact to previous Releases
Major Feature Update Release GA	Immediate end for the Major Feature Update Release two Releases prior. Only the two most recent Major Feature Update lines receive Customer Support. Content Updates require the application of the latest Minor Feature Updates and Maintenance Updates per the timelines described above.	

Table 6: Standard lifecycle timelines—Management Software

Example

The following example shows the effect of Major and Minor Feature Updates on the lifecycle of management Software. The 6.1 Minor Feature Update starts the three month EOC phase for the previous version, 6.0. The next Release is a Major Feature Update, v6.5. This update has no impact to the previous Major Feature Update (the 6.1 line). Another Minor Feature Update, v6.6, starts the three month EOC phase for 6.5. The next Major Feature Update (v7.0) causes an immediate EOC and EOL for two Major Feature Updates back (the 6.0/6.1 line).

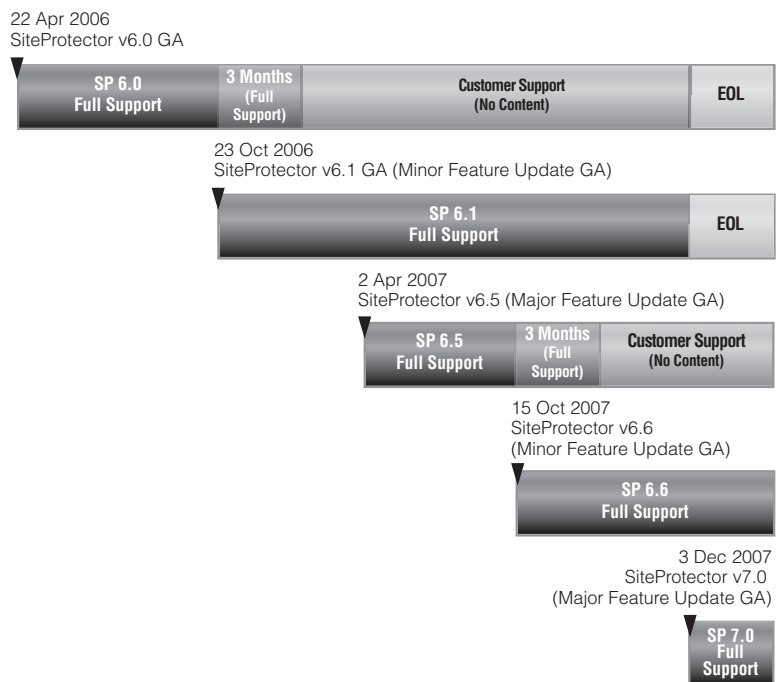


Figure 4: Management Software example: Minor and Major Feature Updates

Platform Support Lifecycle

Overview

When IBM ISS stops supporting a Platform for agent or management Software, IBM ISS typically provides one year of Content Updates and Customer Support for the discontinued platform.

Timeline

The following table describes the standard timeline.

Lifecycle Timeline for Platforms		
Release Type/Announcement	Impact to Currently Supported Versions	
	Content (EOC)	Customer Support (EOL)
EOS (Software on a Platform)	One year	One year

Table 7. Standard lifecycle timelines—Platforms

Example: Platform EOL

Customer purchased a Proventia Software Product for use on Windows 2000 in 2004. On May 1, 2008, IBM ISS issues an EOS announcement for this Product support on Windows 2000 providing a standard one year of Content Updates and Customer Support. Support for this Product on other Platforms (like Windows XP) are not affected.



Figure 5: Example: Platform EOL

Appliance Lifecycle

Overview

When IBM ISS discontinues appliance Hardware through an End of Manufacture (EOM) announcement, the standard timeframe for Content Updates and Customer Support for the appliance on that Hardware is five years. Application of updates to the pre-installed Software on the appliance may be required for Content Updates and Customer Support during that time. The pre-installed Software for this appliance will continue to follow the standard Software EOC and EOL policies described by “Sensor and Agent Software Lifecycle” on page 7. However, IBM ISS will not EOL the Software required to run the appliance on that Hardware until the five years have passed.

Timeline

The following table describes the standard timeline for Hardware support.

Lifecycle Timeline for Appliances		
Release Type/Announcement	Impact to Previous Versions	
	EOC	EOL
EOM	Five years	Five years

Table 8: Standard lifecycle timelines—Appliances

Example: Hardware EOM

Customer purchases a Proventia model X appliance. This appliance comes in several models requiring different Hardware. After two years of service, IBM ISS releases an End of Manufacture notice for the model using the Hardware that the customer purchased. This announcement starts the five year EOC and EOL cycle. If an End of Sale has not been issued, customers may be able to purchase additional model X units for a limited time or until stock runs out. Content Updates may require the application of Software updates.

The following table describes a more detailed example with a timeline:

Date	Lifecycle Event	Description
Jan. 1, 2006	GA	A new appliance product, Proventia X, is made generally available. Proventia X is supported on several Hardware platforms, models 1, 2, and 3.
Jan. 1, 2008	EOM	IBM ISS discontinues Hardware model 1 and announces an End of Manufacture notice to customers. This EOM notice starts the five year End of Life and End of Content cycle for this model. There are still several thousand model 1's in inventory, so IBM ISS makes these appliances on the model 1 Hardware available for sale until the inventory is depleted. EOM occurs when a certain model of Hardware is discontinued and will no longer be manufactured. IBM ISS may continue to sell and distribute discontinued Hardware until stock for the EOM Hardware is depleted.
April 2, 2008	EOS	All model 1 inventory is depleted, and IBM ISS issues an EOS announcement. This event has no impact on the previously announced EOL and EOC dates.
May 31, 2008	Minor Feature Update	At the time the EOM was announced, models 1, 2 & 3 were at Software version 4.5. IBM ISS could keep model 1 at this version until EOL, or IBM ISS may release Software updates that must be applied to receive Content Updates and Customer Support per the standard Software support timelines. In this case, Minor Feature Upgrade 4.6 is released, starting the EOC cycle for 4.5.
Jan. 1, 2013	EOL and EOC	Proventia X, Model 1 reaches EOL and EOC. The IBM ISS Support and Maintenance Policy no longer applies to this Hardware.

Table 9: Example: End of Manufacture for an appliance

Exclusions, Exemptions, and References

Exclusions and exemptions

This policy does not pertain to the following IBM ISS consumer Products: BlackICE™ PC Protection and BlackICE Server Protection.

Discretionary changes

IBM ISS is continually striving to improve coverage periods for security content and other lifecycle considerations. This document captures the current IBM ISS policy and is subject to change at the discretion of IBM ISS.

Reference

For questions regarding this Lifecycle Policy, please visit our Web site for more information:

<http://www.iss.net/support/enterprise/index.php>

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