



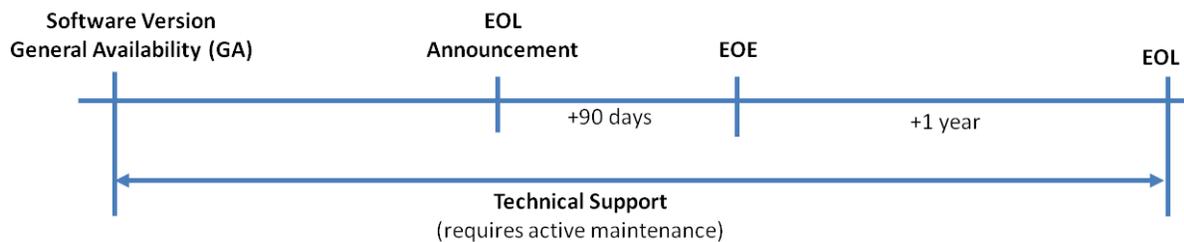
End-of-Life Policy

Overview

SolarWinds reserves the right to discontinue software products or specific software versions due to product obsolescence or new software releases that provide customers with enhanced functionality. This End-of-Life (EOL) Policy defines the terms and conditions and timeframes for which changes to Maintenance will occur following an End-of-Life Announcement. An EOL Announcement will communicate dates for End-of-Engineering (EOE) and Maintenance.

Technical Support for discontinued software products or versions will only be provided to customers who purchased Maintenance, and all customers under Maintenance will be supported through the end of the applicable Maintenance agreement. Customers will generally be allowed to renew their Maintenance agreements up to the last year that Maintenance is available from SolarWinds for any Major or Minor release. However, customers will not be able to renew their Maintenance agreements after EOE. SolarWinds reserves the right to reduce or amend Maintenance offerings available for renewal under this EOL Policy at any time, with or without notice.

End of Life (EOL) Timeline – Software



Policy Definitions

EOL Announcement

An EOL Announcement marks the beginning of the EOL life cycle. The EOL Announcement will precede the EOE date by up to 90 days.

EOE

SolarWinds reserves the right to cease engineering support for any product made generally available after two subsequent releases, either Major or Minor releases. Prior to the EOE date, SolarWinds engineering will support the software release with service releases, bug fixes, workarounds, or patches for critical bugs reported through Technical Support. When any product release reaches the EOE date, it will no longer be actively supported by Engineering. Technical Support will be available until the EOL Date as long as the customer is under active maintenance; Technical Support can provide access to previously released hot fixes, service releases, etc. Technical Support will not include nor will it create any new bug fixes or feature

additions or requests for any product that is past the EOE date.

Maintenance

Maintenance means Technical Support and any enhancements, additions, corrections or modifications to the SolarWinds products that SolarWinds makes generally available to Customers including but not limited to bug fixes, major releases, minor releases and service releases, provided any and all enhancements, additions, corrections, or modifications were created prior to the EOE date.

Technical Support

Technical Support is provided by the SolarWinds Technical Support group. SolarWinds will typically provide Technical Support for any software product made generally available to the public for a minimum of two subsequent releases, either Major or Minor releases.

During this period, Technical Support will provide phone and email support, will communicate any and all enhancements, additions, corrections, or modifications that were created prior to the EOE date, and perform license resets. Technical Support will be provided for one year after the EOE date. Subsequent to the EOE date, support does not include any additional bug fixes or feature additions to products.

EOL Date

The EOL Date is the date when all Maintenance and engineering (for software product or software version) ceases.

Version Definitions

- A Major release is signified by a change to the number on the left of the version's decimal point, e.g. 7.1 to 8.0.
- A Minor release is signified by a change to the first number on the right of the version's decimal point, e.g. 7.1 to 7.2.
- A Service release is signified by a change to the number on the right of the version's 2 decimal point, e.g. 7.0.1 to 7.0.2.

Supported Versions

Engineering support (before EOE) applies only to the current Major or Minor version and the previous release of each product. SolarWinds reserves the right to make bug fixes, patches, license resets, and service releases available only for the current version of any product. You may need to upgrade to a newer version before applying a patch, fix, or service release, or requesting a license reset.