

# RTX Release Lifecycle

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## Overview

Each release of IntervalZero's RTX software product has a lifecycle and there are **several important dates** to consider for each release. This includes the dates of:

1. General Availability
2. End of Support & Maintenance
3. End of Purchasable Software Development Kits (SDKs)
4. End of Purchasable Upgrades

It is important to note that while there is a defined lifecycle for RTX SDK sales and for Support & Maintenance, there is **NO END DATE** for Runtime sales of any version of RTX. Any customer who has developed a system on RTX can obtain the required Runtime from their sales representative or IntervalZero Partner.

## Product Release End Dates

1. The **General Availability** date is the date of first shipment of the product release for use in production.
2. The **End of Support & Maintenance** is the date IntervalZero no longer provides service packs, updates or technical assistance. IntervalZero supports the current RTX product release and 1 major version back for up to 5 years from when it was first made generally available.
  - Before this date, customers who are covered by Support & Maintenance will be provided technical assistance with respect to how to use the software, as well as help troubleshooting challenges related to deployment of their software. Each SDK covered by Support & Maintenance entitles a customer to designate one developer to have access to the IntervalZero Support Portal and who can initiate support cases for supported products. Further, IntervalZero will maintain products by providing corrected or modified versions of the supported products in the form of service packs, product updates, and engineering updates.
  - When a release becomes two (2) major versions back from the current product release it will no longer be supported or actively maintained. Customers will no longer be able to open new support cases for unsupported product versions. Any open support cases for a

newly unsupported product version will continue to be investigated by the IntervalZero support team until a resolution is found.

- When a release is more than five (5) year from the original release date it will no longer be supported or actively maintained. Customers will no longer be able to open new support cases for unsupported product versions. Any open support cases for a newly unsupported product version will continue to be investigated by the IntervalZero support team until a resolution is found.
3. The **End of Purchasable SDKs** date coincides with the End of Support & Maintenance. Once a version of RTX is no longer under Support & Maintenance, IntervalZero will no longer sell the SDK for new development. The unsupported SDKs can still be purchased for existing projects by contacting Sales.
  4. The **End of Purchasable Upgrades** date is the date after which customers can no longer purchase upgrades for an end of SDK sale release.
    - Customers with a Support & Maintenance Agreement can upgrade to the latest product release and purchase/renew their contract within 30 days of the last day of their respective agreement's expiration date. Customers who do so will not be charged in arrears.

## Dates by Release

The chart below provides the key lifecycle dates for each release of RTX.

| RTX Version | General Availability | Under Support & Maintenance |
|-------------|----------------------|-----------------------------|
| RTX 2012    | July 9, 2012         | No                          |
| RTX 2016    | March 11, 2016       | No                          |