

Webtrends Supported Products

Product Life Cycle

All products go through different phases during their lifecycle; the length of each phase may vary according to the actual product. These phases include:

- Beta code available (Supported)
- General availability (Supported) - Current product version, software updates may be made available
- Continued Support (Supported) – Supported, software updates only for high severity defects
- Sunset Period (Scheduled for Withdrawal) – Supported, no software updates
- End of Life – No Support

Supported Products

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Webtrends product can be found online at <http://webtrends.com/support/support-plans>

- **Beta** - During a product Beta Webtrends will provide support, during normal working hours, for the product. Beta code is only available to customers with a current support plan agreement who have been accepted into a Beta program.
- **General Availability** - During the first year of a product's lifecycle Webtrends will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings will consist of maintenance releases, service packs and/or hot fixes. Hot fixes and service packs are not available for all products. Support services include, but not limited to Knowledge Base, Online support, and Phone support during business hours. 24x7 phone support is also available to Premium support plan customers.
- **Continued Support** – During the second year of a product's life, when a replacing version is released, Webtrends may offer limited support on the prior versions answering usage questions only. Defects considered high severity (see Severity 1 and 2 in Severity Levels section below) may be fixed during this stage. No other defects or feature requests will be considered while the product is in this phase of the life cycle. Technical Support reserves the right to request the customer to upgrade to the current version, only available with a current support plan agreement.
- **Sunset Period** – In the third and final year of a product's lifecycle Webtrends will continue to provide support for the product. Providing technical support does not imply that Webtrends will fix software defects or make changes to the software. Webtrends will continue to make Knowledge Base articles available for a further period beyond this end date. Webtrends will not accept support requests for versions after they have been in the sunset period for more than 12 months or for products available at no charge.
- **End of Life** – After the third year of a product's lifecycle, 12 months after entering the Sunset Period, the product is End of Life and no longer supported. Customers *can* purchase up to an additional 12 months to extend the Sunset period for some products. Please contact your account manager for details.

Example*:

- 9.0 released Summer 2010
- 10.0 released Summer 2011 – 9.0 enters Continued Support phase
- 11.0 released Summer 2012 – 9.0 enters Sunset period and 11.0 enters Continued Support
- 12.0 released Summer 2013 – 9.0 enters End of Life, 10.0 enters Sunset Period, and 11.0 enters Continued Support.

**This example does not reflect the lifecycle for any Webtrends product line. It is provided as an example only.*

- All products will be Supported for three years; one year in each of the General Availability,

- Continued Support, and Sunset Period of the product lifecycle.
- With the release of Webtrends Analytics 9.x in Summer 2010 this is the new lifecycle policy for Webtrends on-premise software.
- With the release of 9.x in Summer 2010, version 8.7d will enter Continued Support, all other 8.x software versions will enter a 12-month Sunset Period as indicated in the previous policy.

Webtrends Analytics On Demand

Webtrends Analytics *On Demand* was previously known by the following names: Webtrends *On Demand* (Enterprise, Professional, Small Business), Webtrends Reporting Service, and Webtrends Live. As Webtrends Analytics *On Demand* is a hosted solution, all customers using this solution will log into the most current version available.

Webtrends Analytics

Webtrends Analytics was previously known by the following names: Webtrends (Enterprise, Professional, Small Business, Basic), Webtrends Reporting Center (WRC), and Log Analyzer (Log).

Version	Support Status	Support Withdrawal Date	Replaced By
Earlier Versions	Withdrawn	December 2008	Webtrends Analytics 8.0
Webtrends Analytics 8.0	Sunset	July 2012	Webtrends Analytics 8.1
Webtrends Analytics 8.1	Sunset	July 2012	Webtrends Analytics 8.5
Webtrends Analytics 8.5	Sunset	July 2012	Webtrends Analytics 8.7d
Webtrends Analytics 8.7d	Supported	July 2013	Webtrends Analytics 9.2
Webtrends Analytics 9.2a	Current	TBD	TBD

Webtrends Visitor Data Mart (formerly Marketing Warehouse)

Version	Support Status	Support Withdrawal Date	Replaced By
Marketing Warehouse 1.0	Withdrawn	December 2007	Marketing Warehouse 2.0
Marketing Warehouse 2.0	Withdrawn	September 2009	Marketing Warehouse 3.0
Marketing Warehouse 3.0	Withdrawn	July 2010	Marketing Warehouse 4.0
Marketing Warehouse 4.0	Supported	July 2013	Visitor Data Mart 4.2
Visitor Data Mart 4.2	Current	TBD	TBD

Webtrends SmartSource Data Collector (SDC):

Webtrends SmartSource Data Collector was previously known as Webtrends Data Collection Server (DCS).

Version	Support Status	Support Withdrawal Date	Replaced By
Earlier Versions	Withdrawn	January 2006 or earlier	SDC 6.1
SDC 6.1	Withdrawn	July 2006	SDC 7.5
SDC 7.0/7.5	Withdrawn	April 2007	SDC 8.0
SDC 8.0	Supported	July 2013	SDC 9.2
SDC 9.2	Current	TBD	TBD

Legacy Products No Longer Supported

Version	Also known as	Support Withdrawal Date	Replaced By
Webtrends Reporting Center (Windows, Unix, or Red Hat Linux)	<i>CommerceTrends Reporting Server (CTRS) and Enterprise Reporting Server (ERS)</i>	January 2006 or earlier	Webtrends 7.0 (Windows)
Webtrends Log Analyzer		January 2006 or earlier	Webtrends 7.0
Webtrends Analysis Suite (Webtrends Enterprise Suite, Enterprise Suite for Domino, Professional Suite, Analysis Suite Advanced Edition, and Analysis Suite Standard Edition)	<i>Webtrends Professional Suite, Webtrends Enterprise Suite, and Webtrends Enterprise Suite for Domino</i>	January 2005 or earlier	WRC 6.1
Webtrends Intelligence Suite - Warehouse	N/A	April 2007 or earlier	Marketing Warehouse 1.0
Webtrends Intelligence Suite - OLAP Manager	N/A	April 2007 or earlier	Discontinued
Webtrends Intelligence Suite - Report Designer (formerly Ad Hoc Reporter)	N/A	April 2007 or earlier	Discontinued