



# Virtuozzo Product Lifecycle Policy

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March 6, 2024

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Virtuozzo is committed to providing high-quality, cost-effective solutions to our customers. Rapidly changing technologies influence the level, timing, and character of demand for particular product versions and components. All of this drives the need to introduce new products and services as well as to end support for older software versions.

To assist our customers in this regard, we provide a clear lifecycle and end-of-life (EOL) policy to assist in planning decisions around using and upgrading Server Virtualization products.

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## CHAPTER 1

# Virtuozzo Product Lifecycle Milestones

## 1.1 General Availability (GA)

The date when a new product release may be ordered and fulfilled. With the GA of a new release, some applicable offerings of the previous release will be phased out. During GA, Virtuozzo will provide:

- Releases/patches to implement security fixes, critical bugfixes and updates to support MS hotfixes
- Releases with updates to support new primary/guest OSs and devices support
- Paid support, Knowledge Base articles and forum support

## 1.2 End of Maintenance (EOM)

The date that signifies when feature upgrades, bug fixes and product downloads will no longer be available. Security updates, technical support, and critical hot fixes will continue.

## 1.3 End of Life (EOL)

The date that signifies when security updates, technical support, and critical hot fixes will no longer be available. Support for any product issues will be limited to information contained in the Virtuozzo Knowledge Base and Support Forums. If the issues cannot be corrected through these methods, then an upgrade path, or migration to the latest version or product replacement, is recommended.

Effective upon the EOL date there will be no further:

- Support of the affected releases by the Virtuozzo Support Team
- Product updates for the affected releases
- Future integrations of the affected releases with any Virtuozzo Products

## 1.4 Maintained Products

PRODUCT NAME	Lifecycle Stage			
VIRTUOZZO HYBRID SERVER	Version	GA	EOM	EOL
Virtuozzo Hybrid Server	7	Jul 2016	Jul 2024	Jul 2025
PANELS FOR VIRTUOZZO HYBRID SERVER	Version	GA	EOM	EOL
Virtuozzo Automator	7	Nov 2016	Jul 2024	Jul 2025
Power Panel	2	Mar 2017	Jul 2024	Jul 2025

## CHAPTER 2

# Virtuozzo Hybrid Infrastructure Lifecycle Milestones

## 2.1 Phase 1: Mainstream Support

Starts on the general availability date of the major release and lasts until general availability date of next major release. All support services are available during this phase.

## 2.2 Phase 2: Extended Support

Starts when Mainstream Support ceases and lasts for one year. When a product version reaches this phase, no further Updates, Patches or Hotfixes will be created for it (exceptions are possible on a case-by-case basis). If Virtuozzo determines that an issue is fixed in a mainstream version, you will be required to update to it.

## 2.3 Phase 3: Self-Service Support

Available over the course of a product's lifecycle and for seven years after the end of the Extended Support phase. It includes online Knowledge Base articles, FAQs, troubleshooting tools, and other resources to help customers resolve common issues.

## 2.4 Maintained Products

<b>PRODUCTS</b>	<b>Release Date</b>	<b>Latest Update</b>	<b>Main-stream Support End Date</b>	<b>Extended Support End Date</b>
Virtuozzo Hybrid Infrastructure 6.0	November 27, 2023	6.0.1-89, March 5, 2024	Next major release general availability date	Next major release general availability date + 1 year
Virtuozzo Hybrid Infrastructure 5.0	February 7, 2022	5.4.4-150, January 25, 2024	Next major release general availability date	Next major release general availability date + 1 year

## CHAPTER 3

# Legacy Products

PRODUCT NAME	Lifecycle Stage			
	Version	GA	EOM	EOL
Virtuozzo Hybrid Server	6	Nov 2012	Nov 2016	Nov 2021
<b>VIRTUOZZO HYBRID INFRASTRUCTURE</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Virtuozzo Hybrid Infrastructure	4.0	Oct 2020	Feb 2022	Feb 2023
Virtuozzo Hybrid Infrastructure	3.5	Jan 2020	Jan 2021	Jan 2022
Virtuozzo Hybrid Infrastructure	3.0	Jul 2019	Jul 2020	Jul 2021
Virtuozzo Hybrid Infrastructure	2.5	Jan 2019	Jan 2020	Jan 2021
<b>VIRTUOZZO HYBRID WORKSPACE</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Virtuozzo Hybrid Workspace	1			
Parallels RAS	17	Jun 2019	Mar 2021	Sep 2021
<b>VIRTUOZZO CONTAINERS FOR WINDOWS</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Parallels Virtuozzo Containers for Windows	3.5	NA		Sep 2011
Parallels Virtuozzo Containers for Windows	4	Feb 2008		May 2013
Parallels Virtuozzo Containers for Windows	4.5	Sep 2009	Dec 2013	Mar 2014
Parallels Virtuozzo Containers for Windows	4.6	Sep 2010	Sep 2015	Sep 2018

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Table 3.1 -- continued from previous page

<b>PRODUCT NAME</b>	<b>Lifecycle Stage</b>			
Parallels Virtuozzo Containers for Windows	6	Mar 2014	Mar 2019	Mar 2022
<b>VIRTUOZZO CONTAINERS FOR LINUX</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Virtuozzo Containers for Linux	3	NA		Apr 2012
Virtuozzo Containers for Linux	4	Feb 2008		May 2013
Virtuozzo Containers for Linux	4.6	Oct 2010	Feb 2015	Feb 2018
Virtuozzo Containers for Linux	4.7	Aug 2011	Sep 2015	Sep 2018
<b>PARALLELS SERVER BARE METAL</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Parallels Server Bare Metal	4	Sep 2009		Sep 2013
Parallels Server Bare Metal	5	Sep 2011	Sep 2015	Sep 2018
<b>PARALLELS VIRTUAL AUTOMATION</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Parallels Virtual Automation	4.5	Sep 2009		Sep 2013
Parallels Virtual Automation	4.6	Oct 2010		Oct 2014
Parallels Virtual Automation	4.6x	Aug 2011	Sep 2015	Sep 2018
Parallels Virtual Automation	6	Nov 2012	Nov 2016	Nov 2019
Parallels Virtual Automation for Windows	6.1	Dec 2013	Mar 2019	Mar 2022
<b>VIRTUOZZO CONTROL CENTER</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Virtuozzo Control Center	3	NA		Apr 2012
<b>VIRTUOZZO MANAGEMENT CONSOLE</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Virtuozzo Management Console	3	NA		Apr 2012
<b>PARALLELS MANAGEMENT CONSOLE FOR CONTAINERS</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Parallels Management Console for Containers	4	Feb 2008		May 2013
<b>PARALLELS INFRASTRUCTURE MANAGER</b>	<b>Version</b>	<b>GA</b>	<b>EOM</b>	<b>EOL</b>
Parallels Infrastructure Manager	4	Feb 2008		May 2013

## CHAPTER 4

# Supported Versions

Virtuozzo will provide support only for the versions of the product specified in the product documentation or as specified at the time of purchase. Changes to supported versions will be announced in advance through notifications sent by email and as posted on the Virtuozzo website. Virtuozzo products shipped with a Linux kernel get support if:

- Running the latest released update in user space.
- Running the latest or previous Linux kernel.