

# SDL Product Release Policy

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## Table of Contents

Table of Contents .....	1
Summary .....	1
Release Types .....	1
Feature Release .....	1
Definition .....	1
Versioning.....	1
Installation .....	2
Support.....	2
Long Term Support release .....	2
Definition .....	2
Versioning.....	2
Installation .....	2
Support.....	2
Cumulative update.....	3
Definition .....	3
Versioning.....	3
Installation .....	3
Support.....	3
Hotfixes .....	4
Definition .....	4
Versioning.....	4
Installation .....	4
Support.....	4
Product support .....	4
Product lifecycle phases.....	4
Full support.....	4
Extended support .....	4
Retired .....	5
Product support type overview .....	5
Example Product Lifecycle timeline of products using LTS releases and extended support.....	6
Example Product Lifecycle timeline of products retiring releases dependent on release cycle .....	6
Appendix 1 – Overview of SDL software products and support timelines.....	7



## Summary

The Product Release Policy defines the different Product Release types and the associated support lifetime that will be available for SDL perpetual and term licensed on-premises software products and their connectors (see Appendix 1) and will apply for all releases of those on-premises software products and their connectors after 1<sup>st</sup> Jan 2021. For all hosted, managed and SaaS based SDL software, the respective SDL Service Catalog will apply. Please consult your SDL representative to obtain the SDL Service Catalog for your product.

To ensure you get the greatest value from your SDL Product and support and maintenance contract, we recommend you keep your software updated to the most current release where possible.

## Release Types

### Feature Release

#### Definition

A Feature release is a scheduled product release which includes new features or significant improvements and updates to existing features, platform support updates, enhancement requests and bug fixes.

If you want to get the most value from your product by always keeping up to date to the latest release, then Feature releases are a good option for you.

#### Versioning

A Feature release is identified by the product name followed by the version of the release. The version increment can be either a minor or major version increment.

#### Minor version increments:

- are low impact updates
- are backwards compatible, unless otherwise documented in the release notes
- allow for easy upgrades
- are in some products referred to as a Service Release (SR)

#### Major version increments:

- can include breaking changes, for example API changes
- can include removed or changed functionality to features that have been deprecated in earlier feature release of the product

The following is an example of a feature release with a major version increment: “SDL MultiTrans 7.0” or “SDL Trados Studio 2019”. An example of a feature release with a minor version increment: “SDL TMS 12.5” or “SDL Trados Studio 2019 SR1”.



## Installation

A Feature release will ship with a standalone installer, which means it does not require any previous feature release to be installed. Exceptions to this will be identified in the Release Notes.

## Support

Please see Appendix 1 for the support timelines of a Feature release for your product as of the initial release date.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific Feature Release to be installed.

## Long Term Support release

### Definition

A Long-Term Support (LTS) release is a Feature release that has been designated for longer than the standard support term for a Feature release. Some SDL products will not release LTS versions, see Appendix 1 for the overview.

LTS releases are for customers who do not want to upgrade each time a new Feature release is available and need more time to prepare for upgrades. If you only upgrade to a new Feature release once every 2-4 years, LTS releases will be a good option for you.

To provide customers with enough overlap between LTS releases, a Feature release will be promoted as LTS release at least 12 months before the most current LTS release will go out of Full Support. The promotion of a Feature release as LTS release will be announced at the time of release.

### Versioning

Because an LTS release is essentially a Feature release with special support status, it is identified by the Feature release version and the addition "LTS". For example: "SDL Tridion Sites 9.5 LTS".

### Installation

Same as Feature release.

### Support

Please see Appendix 1 for the support timelines of an LTS release for your product as of the initial release date.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific LTS Release to be installed.



## Cumulative update

### Definition

A Cumulative update is a scheduled product release which includes platform support updates and all Hotfixes released since the previous Cumulative update or Feature release (if no previous Cumulative update has been released).

A Cumulative update is a low impact update, which is backwards compatible and allows for a relatively easy upgrade because it does not include new features or significant improvements and updates to existing features, unless otherwise documented in the release notes.

SDL products which release LTS versions might only release Cumulative Updates for LTS releases. For those products, customers who are on a Feature release are encouraged to upgrade to the next Feature release or LTS release instead to benefit from platform support updates.

### Versioning

A Cumulative update is identified by the corresponding Feature release version and the addition “Cumulative Update” (or CU) and the version of the Cumulative update. For example, “SDL TMS 12.4 Cumulative Update 18” or “SDL Trados Studio 2019 SR1 CU6”. Some products will use the third digit in the version number to indicate the Cumulative Update version number, for example, “SDL Contenta 5.8.1”.

### Installation

A Cumulative update can either ship with a standalone installer, which means it does not require any previous Feature release or Cumulative update to be installed, or ship with an incremental installer, which means it depends on the latest Feature release or Cumulative update to be installed. This will be identified in the Release Notes.

### Support

The LTS or Feature release and all previously released Cumulative Updates (if available) for that LTS or Feature Release will be superseded by the new Cumulative Update.

The support lifetime for the new Cumulative Update will be the remaining support lifetime of the previous Cumulative Update, or the LTS or Feature release if no previous Cumulative

Update was available. Therefore, the total support lifetime for that LTS or Feature release will not be affected by the release of a Cumulative Update.

When a Hotfix is issued, it requires the latest Cumulative Update, if available, for the specific release to be installed.



## Hotfixes

### Definition

A Hotfix is a single package that includes a remediation to address a specific defect in the product that is deemed critical enough that it could not be held off until a regular Feature release is available.

Hotfixes will only be considered for Critical (P1) or High (P2) defects; however, SDL will make the final decision on whether a Hotfix is released, based on customer impact, technical complexity, available workarounds, and schedules. See SDL Customer Support Service Policy.

### Versioning

A Hotfix package is identified by a number associated with the defect that is addressed by applying the Hotfix and the version of the Feature release it is intended for.

### Installation

The installation of a Hotfix requires the latest Cumulative Update, if available, for the specific Feature Release to be installed.

A Hotfix package is made available to the customer through Customer Support and will include a README file that describes dependencies, purpose, and installation details of the Hotfix.

### Support

The support lifetime of an LTS release, Feature release or Cumulative Update will not be affected by the release of a Hotfix. The support for a Hotfix itself will follow the support lifetime of the LTS release, Feature release or Cumulative Update it is released for, meaning support will end simultaneously with the end of support of that release, unless superseded by a newer hotfix or Cumulative Update.

## Product support

### Product lifecycle phases

#### Full support

Product releases in the Full support phase are actively maintained and supported. The release of Platform support updates, Hotfixes, Security fixes and Cumulative Updates for a product release in Full support will be assessed on a regular basis.

#### Extended support

Extended support may be available as a paid option for specific product releases which are moving out of Full support. This option provides you with additional support and maintenance services to allow you to plan and execute an upgrade to the latest product release.



Note: This option requires an additional support agreement between SDL and the Customer.

### Retired

Retired product releases are no longer supported directly by SDL; ONLY access to the online Knowledge base, Documentation and Community is available.

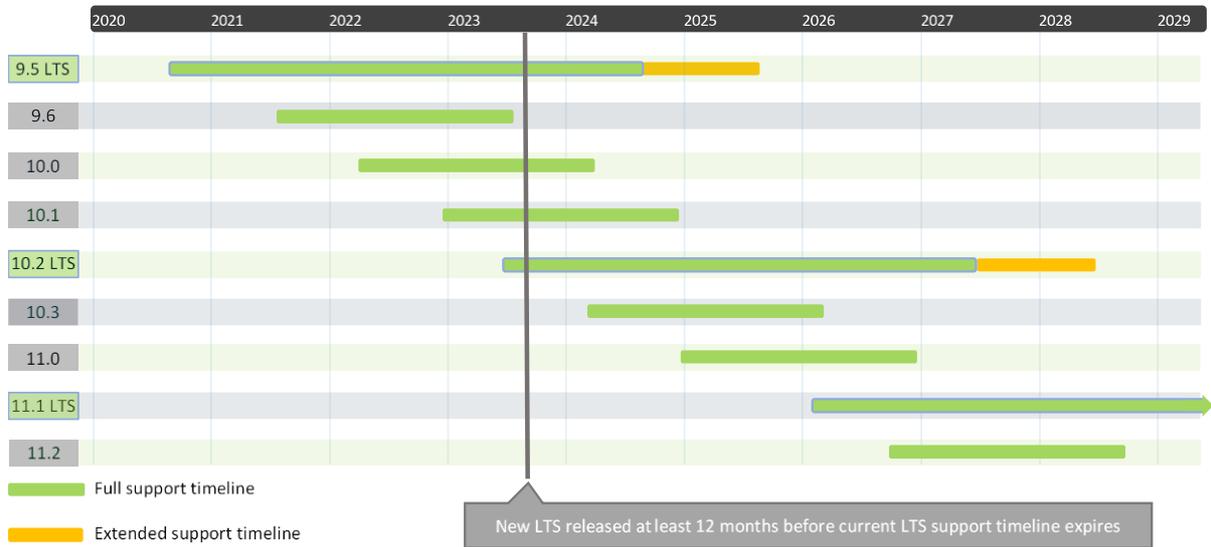
## Product support type overview

	Full Support	Extended Support	Retired
Access to online Knowledge base, Documentation and Community	✓	✓	✓
Raise support tickets to get help with production system related issues	✓	\$	-
Raise support tickets to get help with development system related issues	✓	-	-
Raise support tickets to get help with limited installation or upgrade related issues	✓	-	-
Raise support tickets to get help with security-related updates for the product	✓	-	-
Defects and Hotfixes	✓	-	-
Platform support updates	✓	-	-

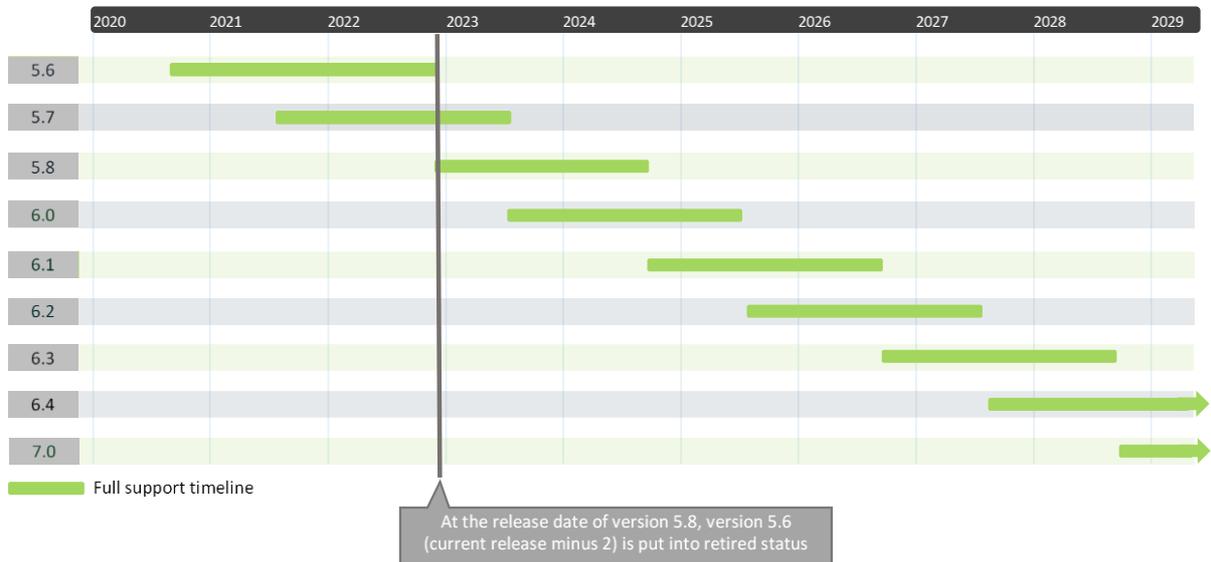
SDL Professional Services offers a packaged portfolio of service offerings, to provide additional support during the entire product lifecycle, for example for installation and upgrade.



### Example Product Lifecycle timeline of products using LTS releases and extended support



### Example Product Lifecycle timeline of products retiring releases dependent on release cycle





## Appendix 1 – Overview of SDL software products and support timelines

The SDL Product Release Policy applies to the following perpetual and term licensed on-premises software products and shows an overview of the typical support timelines per product:

Product	Full Support Timeline		Extended Support Timeline	Comments
	Feature Release	LTS Release		
SDL Trados Studio	-	n/a	n/a	Dependent on release cycle. With 6 months grace period before a release is retired after the new release
SDL Trados GroupShare	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
SDL Trados Business Manager	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
SDL MultiTerm	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
SDL Passolo	-	n/a	n/a	Dependent on release cycle. With 6 months grace period after the new release.
SDL Contenta Publishing Suite <ul style="list-style-type: none"><li>•SDL Contenta</li><li>•SDL Contenta S1000D</li><li>•SDL LiveContent S1000D</li><li>•SDL XPP</li></ul>	-	n/a	n/a	Dependent on release cycle
SDL Tridion Sites	2 years	3 years	2 years	-
SDL Tridion Docs	2 years	3 years	2 years	-
SDL Machine Translation Edge	2 years	4 years	2 years	-
SDL WorldServer	2 years	n/a	negotiable	-
SDL MultiTrans	2 years	n/a	negotiable	-
SDL Translation Management System	2 years	n/a	negotiable	-



SDL (LSE: SDL) is the intelligent language and content company. Our purpose is to enable global understanding, allowing organizations to communicate with their audiences worldwide, whatever the language, channel or touchpoint. We work with over 4,500 enterprise customers including 90 of the world's top brands and the majority of the largest companies in our target sectors. We help our customers overcome their content challenges of volume, velocity, quality, fragmentation, compliance and understanding through our unique combination of language services, language technologies and content technologies.

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