Gigamon Software Release Guide

January 2023

Introduction

The Gigamon Software Release Guide is provided to Gigamon customers and partners to describe the software release model at Gigamon. This guide helps customers in planning software updates and upgrades during the operational lifecycle of Gigamon products.

Gigamon Software will continually evolve through best-in-class development practices to address the need for both innovation and stability. Gigamon delivers significant new feature capability to address rapidly changing requirements of customer environments and their business needs. Gigamon has developed a best-practices software release model to help customers plan software updates. This guide provides an overview of the release model, the terms describing the various software releases, the release lifecycles, and the release versioning and naming conventions.

Software Release Categories

Gigamon GigaVUE-OS software releases are divided into two general categories that manage the balance between delivering ongoing technology feature updates and optimizing the existing feature technology for operational stability. A steady schedule of **Technology Releases** brings new hardware and/or software features multiple times each year. Interspersing the Technology Releases are **Long-Term Support Releases**, which provide an extended maintenance release schedule for customers who prefer to remain on the same feature release for multiple years.

Maintenance Releases are "dot releases" which provide minor updates for both the Technology and Long-Term Support Releases, and generally do not include new feature content. Gigamon will typically provide three consecutive Technology Releases followed by a single Long-Term Support Release during a calendar year span of releases. Gigamon will offer Maintenance Releases as needed for those various releases during their development lifecycle. **Hot Patches** are "sub dot releases" which address specific critical issues in an expedited fashion, such as providing security vulnerability fixes, or highly impacting system or feature functionality corrections.

The recommended release deployed in the customer environment depends on the customer's specific feature requirements and desired software upgrade cycle. Customers with extended internal certification processes requiring a less frequent upgrade cycle may prefer the Long-Term Support Releases. Whereas customers with a goal to adopt new feature functionality more rapidly can upgrade more frequently utilizing the Technology Releases. All Gigamon Technology Releases and Long-Term Support Releases undergo the same rigorous Quality Assurance process and are launched under the same General Availability compliance requirements. Software release updates and upgrades, and associated Maintenance Releases and Hot Patches, are made available to all customers and partners with an active and applicable Product Support and Maintenance agreement.

Technology Releases:

- Available for all GigaVUE software releases including GigaVUE-OS, GigaVUE-FM, and GigaVUE Cloud Suite.

- Provide frequent software feature updates or support for new hardware platforms.

- Following General Availability (GA), provide a Maintenance Release (MR) to resolve defects or issues found during the lifecycle of the release.

- Hot Patches may also be provided until the Technology Release reaches the End of Support (EoS) milestone.

- Technology Releases are typically supported for a term of one (1) year from their General Availability (GA) date, subject to the EOS/EOL Product Software Release Policy (see Links & References).

Long-Term Support (LTS) Releases:

- Available specifically for product platforms utilizing the GigaVUE-OS software releases.

- Following General Availability (GA), provide an extended support lifecycle by offering a longer schedule of Maintenance Releases to resolve defects or issues found during the lifecycle of the release.

- Hot Patches may also be provided until the LTS Release reaches the End of Support (EoS) milestone.

- LTS Releases are typically supported for a term of three (3) years from their General Availability (GA) date, subject to the EOS/EOL Product Software Release Policy (see Links & References).

Reference Software Release Lifecycles section and the Appendix for a visual representation of the release lifecycles.

Software Release Numbering

Gigamon follows software identification best practices for software release management and revision control. Gigamon utilizes a software version control scheme. This numbering scheme or convention is organized into three (3), sometimes four (4), sets of ordered numerals. Each set of numerals is dedicated to identifying an aspect of the overall revision.

The software release numbering is applicable to both Technology and LTS Releases. The release revision numbering convention can be generalized as version M.TR.MR.HP, where:

- M.TR – the first two sets of digits in the software numbering convention represent a feature release version and is referred to as the Major Release with the Technology Release or Long-Term Support Release number.

- MR – the third set of digits represent a Maintenance Release revision to the Major Releases. Typically denoted utilizing two (2) numeric characters. A designation of "00" represents the GA release of the Major Release, while "01" represents the first Maintenance Release of a Major Release.

- HP – the fourth set of digits, if present, represents a Hot Patch release associated with the specified Maintenance Release. Typically denoted utilizing two (2) numeric characters.

Software numbering convention scheme examples:

- M.TR is a Major Release.
- M.TR.00 is the GA release version of the M.TR Major Release.
- M.TR.01 is the first Maintenance Release of GA release M.TR.00.
- M.TR.MR.02 is the second Hot Patch for Maintenance Release M.TR.MR.

Software Release Terms and Definitions

a. **Major Release:** a new feature release that contains additional new features, significant defect corrections, and/or changes to existing features introduced in prior Major Releases.
   - Typically, each Major Release includes up-to-date fixes made available in the previous Major Release's Maintenance Releases and/or Hot Patches.

b. **Maintenance Release (MR):** a release that contains software fixes for issues identified in the Major Releases, or previous Maintenance Release.
   - Maintenance Release are considered Generally Available (GA) software releases.
   - Typically, Maintenance Releases contains updates from the previous Maintenance Release of the Major Release.

c. **Hot Patch:** a release provided as an urgent response with a specific correction to a high priority issue or highly scored security vulnerability (CVSS v3.0 score of 8.5 or higher) of a particular Major or Maintenance Release.
   - Hot Patches are not considered to be Generally Available (GA) software releases and are issued at Gigamon's discretion. They may be released on a limited basis to address specific customer issues.
   - Each Hot Patch for a Maintenance Release is independent in relation to other Hot Patches in the same MR and does not include previous Hot Patch updates.
   - Issues resolved in a Hot Patch, or series of Hot Patches are typically included in the next scheduled Maintenance Release of the Major Release which are then considered GA and follow standard software lifecycle process.

d. **Generally Available (GA):** is a software lifecycle milestone and lifecycle state that declares that a software release has undergone extensive software, solution, and compliance testing meeting Gigamon quality and compliance standards and has been released for general use to the customer community.

e. **Active Software Release:** is a software lifecycle state that refers to a software release with ongoing development by Gigamon software engineering. This development typically results in additional Maintenance Release updates within a Major Release. Also referred to as an "Active Train" or "Active Trunk".

f. **End of Engineering (EoE):** is a software lifecycle milestone and state indicating that active development or maintenance of a software release has ceased. Hot Patch releases addressing high priority issues or security vulnerabilities may continue to be provided at Gigamon's discretion for software releases which have reached the End of Engineering state.

g. **End of Support (EoS):** is a software lifecycle milestone and indicates that all engineering development including Hot Patches for a software release have ceased, and no further updates to the release will be made available.

Software Release Lifecycles

The table below summarizes the expected maintenance release schedules and the expected lifecycles of the various releases. Customers with extended internal certification processes requiring a less frequent upgrade cycle should consider the Long-Term Support Releases for GigaVUE-OS. Whereas customers with a goal to adopt new features and functionality more quickly should consider utilizing the Technology Releases.

Reference the attached Appendix for a visual representation of examples of the release lifecycles for the various product family software releases.

Table 1: Software Release Lifecycle Summary

Software Platform	Maintenance Schedule	End of Support (approximate timeline)
GigaVUE-OS	Technology Releases: typically single Maintenance Release (if required).	GA + 1 year
	LTS Releases: multiple Maintenance Releases (as required).	GA + 3 years[1]
GigaVUE-FM	Technology Releases: typically single Maintenance Release (if required).	GA + 1 year
GigaVUE Cloud Suite / GigaVUE V Series	Technology Releases: typically single Maintenance Release (if required).	GA + 1 year

[1] 3-year support term schedule begins for LTS releases that GA after June 2022, previous LTS releases offer a 2-year support schedule.

Third-Party Software Compatibility and Support

Gigamon GigaVUE-FM and GigaVUE Cloud Suite software products may require compatible third-party software or third-party virtual computing environments (private and public cloud options) for installation and operation. Gigamon documents the choice of third-party software and/or virtual computing environments and their minimum compatible versions in the Gigamon software Release Notes.

Gigamon does not offer third-party software or virtual computing environment support beyond compatibility and interoperability testing for Gigamon software. Compatibility support for third-party software is evaluated with each Gigamon release and third-party vendor compatibility may change, check the Release Notes for the specific Gigamon release version to confirm compatibility.

Any third-party software release or computing environment version which reaches End-of-Support milestone as designated by the third-party vendor during the lifecycle of the Gigamon release will also be regarded as no longer supported with the Gigamon release (regardless of the most recent compatibility matrix details in Gigamon's Release Notes). Any Gigamon troubleshooting of compatibility and interoperability issues will require customers to migrate to a fully supported third-party software release or computing environment version.

Software Downloads and Release Notes

Gigamon software and associated Release Notes are available to customers and partners via Gigamon Community VUE portal: https://community.gigamon.com/gigamoncp/s/login/

Access to software downloads requires an active Product Support and Software Maintenance contract.

Links and References

o   Gigamon End User Terms and Conditions: https://www.gigamon.com/support/terms-and-conditions.html

o   Product End-of-Sale / End-of-Life references: https://www.gigamon.com/support/policies.html

o   Software and Release Notes on Gigamon Community VUE portal: https://community.gigamon.com/gigamoncp/s/swdownload

Appendix

Gigamon Software Release lifecycles vary between Technology and LTS GigaVUE-OS releases, and other Gigamon Software products. The figures included in this appendix are examples to help visualize these various timelines and their respective maintenance release and support schedules.

FIGURE 1: Gigamon GigaVUE-OS Software Release Lifecycles

FIGURE 2: Gigamon GigaVUE Cloud Suite and GigaVUE-FM Software Release Lifecycles