
Software Release Policy

Gigamon’s software release policy is designed to enable Gigamon customers and partners to have the flexibility and control to ensure the best experience in the operation of their GigaSECURE® Security Delivery Platform products in alignment to their respective business needs.

Terms/Definitions:

- **Generally Available (GA) Release:** A GA Release is a software lifecycle state that declares that a software release has undergone extensive software, solution and compliance testing meeting all Gigamon quality and compliance standards. These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement.
- **Technology Release (TR)**
 - A TR is a GA Release that has a reduced engineering and technical support lifecycle.
 - End-of-Engineering (EoE) occurs approximately three (3) months from initial GA release and End-of-Support (EoS) occurs approximately one (1) year from initial GA Release.
 - One maintenance release will occur approximately three (3) months from initial GA Release.
 - Hot Patch Releases (described below) will be available for nine (9) months from first Maintenance Release (described below).
 - These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement.
- **Long-Term Support Release (LTS):**
 - An LTS Release is a GA release that offers a prolonged engineering and technical support life-cycle.
EoE occurs approximately one (1) year from initial LTS GA release declaration, and EoS occurs approximately two (2) years from initial GA release.
 - Three Maintenance Releases are targeted in the first year following initial GA Release, followed by hot patch support for one (1) year.
 - These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement.
- **Major Release (Upgrade):** A Major Release (Upgrade) is a GA Release that introduces a new platform, contains a significant architectural change or addition.
 - These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement

- **Minor Release (Update):** A Minor Release (Update) is a GA Release that contains the addition of significant new features or significant defect corrections that affect numerous features, or a change to an existing feature.
 - These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement
- **Maintenance Release (MR):**
 - An MR is a GA release that addresses customer-reported, security vulnerabilities or internally discovered issues.
 - Generally, an MR does not include any features of a Major Release or a Minor Release.
 - An MR may be part of a TR or LTS release.
 - These releases are made available to all customers and partners having an active, applicable Limited Warranty or Product Support and Software Maintenance agreement.
- **Hot Patch Release:**
 - A Hot Patch Release **is not** a GA release in that it undergoes only spot testing to enable fast response. A Hot Patch release is an urgent response to high priority (business impacting) or high scored security vulnerability issue as related to a particular software release trunk and includes a specific correction for a customer-reported issue.
 - Designed for fast response for the most critical issues.
 - Normally delivered only on the software trunk reported.
 - Only after comprehensive testing are Hot Patch Releases are ported into next Maintenance Releases.
- **Active Trunk:** An Active Trunk is a software lifecycle state that means the software still has active engineering support with on-going development.
- **End-of-Engineering (EOE):** EOE is a software lifecycle state indicating that all active development or maintenance engineering development on a software trunk ceases.
 - For EOE software, a Hot Patch Release addressing high priority or high-security vulnerability will be provided in alignment with current entitlement to software. Priorities and security definitions can be found in the [Gigamon Support User Guide](#)
- **End-of-Support (EoS):** EOS is a software lifecycle indicating that no further releases will be available for a particular software trunk.

Policy:

To ensure the best possible experience of the GigaSECURE® Security Delivery Platform, Gigamon recommends use of LTS Releases for large, complex or high service level agreement environments.

Technology Releases are recommended only for customers at the forefront of innovation with high tolerance for change that may require rapid technology adoption, lab verification, or proof of concept activities. For TR customers, it is recommended to move to the latest LTS release when it is available with the appropriate pre-validation to ensure the best and long-term use of Gigamon solutions. A TR allows for the rapid development and delivery of new, industry-leading, and innovative technologies to maximize your investment.

Software Structure:

Gigamon follows a best practice implementation for code identification and revision control for field deployments. Gigamon uses a standard W.X.Y.Z. for all of its appliance-based products.

- W – 1st digit in software naming convention represents a release that introduces a new platform, contains a significant architectural change or addition (Upgrade/Major Release)

- X – 2nd digit in software naming convention that represents significant new features, significant defect corrections that affect numerous features, or a change to an existing feature release (Update/Minor Release)
- Y – 3rd digit in software naming convention that represents a Maintenance Release.
- Z – 4th digit in the software naming convention that represents a Hot Patch Releases associated with a Maintenance Release (Hot Patch)
- Examples:
 - 5.0 is a Major Release (Upgrade)
 - 5.1 is a Minor Release (Update)
 - 5.1.01 is a Maintenance Release (MR)
 - 5.1.01.1 is a Hot Patch Release (HP) that is built off the MR

Software Lifecycle¹

Platform	Maintenance Schedule	End of Engineering (EOE)	End of Support (EOS)
GigaVUE H Series Product(s)	TR – 1 MR at 3 months LTS – 3 MR at 3, 3, and 4 months	GA – 12 months LTS – 12 months	GA – 12 months LTS – 24 months
Software Product(s) Cloud GigaVUE-V Series	N-0, Hot Patch	Latest trunk	12 months
Software Product(s) Virtual GigaVUE-VM / FM	N-0, Hot Patch	Latest trunk	12 months

Release Cadence²:

- GA Releases - Are targeted for a four (4) month release cadence
- LTS Releases – As determined by Gigamon.
- Maintenance Releases – See software lifecycle above.
 - An MR is generally targeted for three (3) months after initial release of a TR Release.
 - LTS Releases have MRs generally targeted for 3 months, 6 months, and 10 months after the applicable GA release.
- Hot Patches – Are only available as needed.

Note: Direct upgrade path to a new TR or LTS GA Release is supported only from last (most recent) TR and LTS release.

Interim steps may be required for other upgrade paths. Please consult relevant Software Upgrade Guide for details on a particular release

¹ For Gigamon hardware products that are designated as End of Life (EOL), continued Hot Patch support will be provided for the duration of either the remainder of the product's Limited Warranty or the product's Product Support and Software Maintenance Agreement term, whichever is greater.

² Timeframes are an estimate. Actual timeframes may differ.

Software Availability:

Software is available to Gigamon customers from Gigamon's Support organization at support@gigamon.com or through Gigamon's customer portal (<https://gigamoncp.force.com/gigamoncp/>).

Access to software requires that the customer have an active Limited Warranty or Product Support and Software Maintenance entitlement for the specific asset.

Helpful Links:

- Please review the current Software Versions listing at Gigamon Customer Portal <https://gigamoncp.force.com/gigamoncp/>
- End-of-Sale or End-of-Life products are listed at <https://www.gigamon.com/support-and-services/policies/end-of-sale-end-of-life-products>
- SLA and Responsiveness: Specific information can be found in the Basic, Enhanced, and Elite Product Support and Software Maintenance Agreements, copies of which can be found on our support website at: <https://www.gigamon.com/support-and-services/overview-and-benefits>

Appendix A

