

Open Source Licensed Code

Ulysta products often include third party code licensed to Ulysta for use and redistribution under an open source license. In an effort to better inform its customers, Ulysta publicizes open source code included within Ulysta products in an open source licensed code list.

License Agreements (EULAs) and Service Agreements (EUSAs)

Ulysta End User License Agreements (EULAs) and End User Subscription Agreements (EUSAs) provide information about the rights to use our products and related support, maintenance and consulting services. All Ulysta customers should review product specific EULAs and EUSAs before purchasing any of our products and related services. Please select the product EULA or EUSA you wish to review from the list below.

Purchase options designed for your business

Ulysta provides products, which support you in your daily business processes or helps you to optimize them.

Our wide range of product editions, licensing models and subscription plans ensures you can find the right purchase options for your organization.

Product Lines	Editions	Models	Maintenance	Annual On-Premises Subscription	Notes
Catalog Data Manager	single, multiple	user, concurrent	Software Maintenance	available	
P&ID Import Assistant	single	user	Software Maintenance	available	
uConnect	single	user	Software Maintenance	n/a	
SPF Schema Configurator	single	user	Software Maintenance	n/a	
SPF Active Directory Connector	multiple	cuncurrent	Software Maintenance	n/a	
Engineering Quality Center	multiple, Cloud	cuncurrent	Software Maintenance	available	

Product Lifecycle Support Policy

While Ulysta strives to produce the best quality software, it is virtually impossible to test against all scenarios and software environments. Occasionally, issues may arise which impact product performance or functionality. Customers should address these situations through the technical support programs described in the Support and Services section of the Ulysta web site.

Ulysta lets you choose the right technical support program for your needs, with options including free web-based tools, our extensive network of solutions providers and technical support directly from Ulysta.

The goal of Ulysta support programs is to provide our customers with the tools and knowledge needed to identify any technical issue they have experienced. Once identified, Ulysta will be able to recommend the next steps required to resolve the issue, from updating with the latest hotfix or service pack to product upgrades or migrations for older, outdated products. In some situations, Ulysta may determine that an escalation is required in order to further isolate the issue and potentially resolve it with a private hotfix. Your Ulysta support representative will tell you the appropriate steps to resolve technical product issues.

For the purpose of this policy, the following support definitions apply:

Support

- General troubleshooting of an issue to isolate potential causes
- Issue resolution through existing hotfixes or known workarounds

Maintenance

- Resolving an issue through product code modification
- Typically delivered via hotfixes or service packs

Many Ulysta products progress through three lifecycle phases

When Ulysta initiates a product or release through these lifecycle phases, an announcement is made on the Notice of Status Change (NSC) date and the Product Matrix Table is updated to include the specific dates for End of Sales (EOS), End of Maintenance and End of Life. For definitions of the various lifecycle dates, refer to Lifecycle Definitions.

Plan and prepare for your maintenance and support needs.

- **Mainstream Maintenance**
Begins on the General Availability (GA) date of a release and transitions to the next phase on the End of Maintenance (EOM) date.

- **Extended Maintenance**
Begins on the End of Maintenance date and transitions to the next phase on the End of Life (EOL) date.
- **End of Life**
Begins on the End of Life date.

Maintenance and support during each phase

Mainstream Maintenance Phase

Upon General Availability, products are fully supported and maintained until the End of Maintenance date. Ulysta will provide code-level maintenance in the form of minor versions, hotfixes, hotfix rollup packs or service packs when Ulysta determines they are required to resolve issues with the product. The release of a Minor Version, Service Pack or Hotfix Rollup Pack may define a new maintenance baseline. Ulysta customers may be required to upgrade to a Minor Version, Service Pack or Hotfix Rollup Pack to receive continued maintenance. Technical support is offered through various avenues as specified in the Software Support Programs and Hardware Support Programs sections of our web site.

Extended Maintenance Phase

After a product release reaches its End of Maintenance date, it is considered to be in the Extended Maintenance Phase. During this phase, technical support continues as before, but code-level maintenance will be limited to security-related issues deemed critical by Ulysta. Security issues will be corrected through hotfixes compatible with the current maintenance baseline. This maintenance baseline is dictated by the current Minor Version, Service Pack or Hotfix Rollup Pack. Security issues could be related to publicly identified security vulnerabilities, other security vulnerabilities, or Microsoft's publicly released security updates.

The decision to enter a particular product into the Extended Maintenance Phase is intended to balance the need for orderly customer transitions with the desire to provide customers with the most current, functionally superior and stable solutions available through new products or newer versions of existing products. The lifecycle for Ulysta products is influenced by customer desires for new capabilities and constantly evolving technologies, including enhancements to existing products as well as migrations to newer platforms.

End of Life Phase

Once a product release reaches its End of Life date, the customer may continue to use the product within the terms of product licensing agreement, but the available support options will be limited. While there may be historical information in the Knowledge Center or other online resources, it is no longer updated and is provided on an as-is basis. The customer will be using the product within the terms of the product license as-is.

Summary Table

Support Option	MainStream Maintenance	Extended Maintenance	End of Life
Non-critical hotfix maintenance (bug fixes)	X		
Critical hotfix maintenance (bug fixes)	X		
Feature enhancements	X		
New hardware support	X		
Product specific information that is available in the online Ulysta Knowledge Center	X	X	
Security-related hotfix maintenance	X	X	
Paid technical support (per incident, per support plan and others)	X	X	
Self-help resources	X	X	X

The Ulysta Product Lifecycle Support policy is intended exclusively for the benefit of existing Ulysta customers with respect to the products they have already purchased. It is not intended to apply to other products or to any other third parties. Ulysta reserves the right to make changes to its Product Lifecycle Support policy at its sole discretion from time to time as business needs require. Policy statements on www.ulysta.com will be updated to reflect any changes upon their effective date.