![Rapita Systems logo]

RAPITA
SYSTEMS
A DANLAW COMPANY

Safety through quality

PRODUCT BRIEF

Frozen version support service

INDT-v8

Product brief: Frozen version support service

Introduction

Avionics projects have a long life cycle. It is not uncommon for a project to take over twenty years from establishing initial requirements to project retirement.

Over the course of this time, the tool support needs of your project will vary. To help you meet these needs, we provide a customizable frozen version support service with a range of options.

This document describes the life cycle of our R**VS** tools and how our support packages work alongside the product life cycle, including our frozen version support service, which is particularly helpful for long-life projects such as those in the embedded avionics industry.

Rapita's software product life cycle

Each of our software products progresses through a well-defined life cycle. This applies to each version of all of our software products. The stages of the life cycle are shown in Figure 1 and described below:

- When we release a new version of a software product, it becomes the *Current* version, which is the version that we recommend all of our customers use. We provide full support of this version, including updates, fixes and support and maintenance services.

- When we release a new version of a software product (excluding incremental releases), the old version becomes *Superseded*. For *Superseded* versions, our standard support and maintenance service provides access to our support helpline, workarounds, access to current and superseded versions of our software, and migration support, but bugfixes are at the discretion of Rapita Systems unless you have purchased a frozen version support service for that version.

- After a version of one of our software products has been *Superseded* for twelve months, it becomes *Deprecated*. *Deprecated* versions can no longer be accessed via our customer portal. For *Deprecated* versions, our standard support and maintenance service provides access to our support helpline, workarounds, access to current and superseded versions of our software, and migration support, but we do not offer bug fixes unless you have purchased a frozen version support service for that version.

- Ten years after the release of a version of one of our sofware products, it enters an *End of life* stage. We only provide support for versions at this stage if you have purchased a frozen version support service for the version.
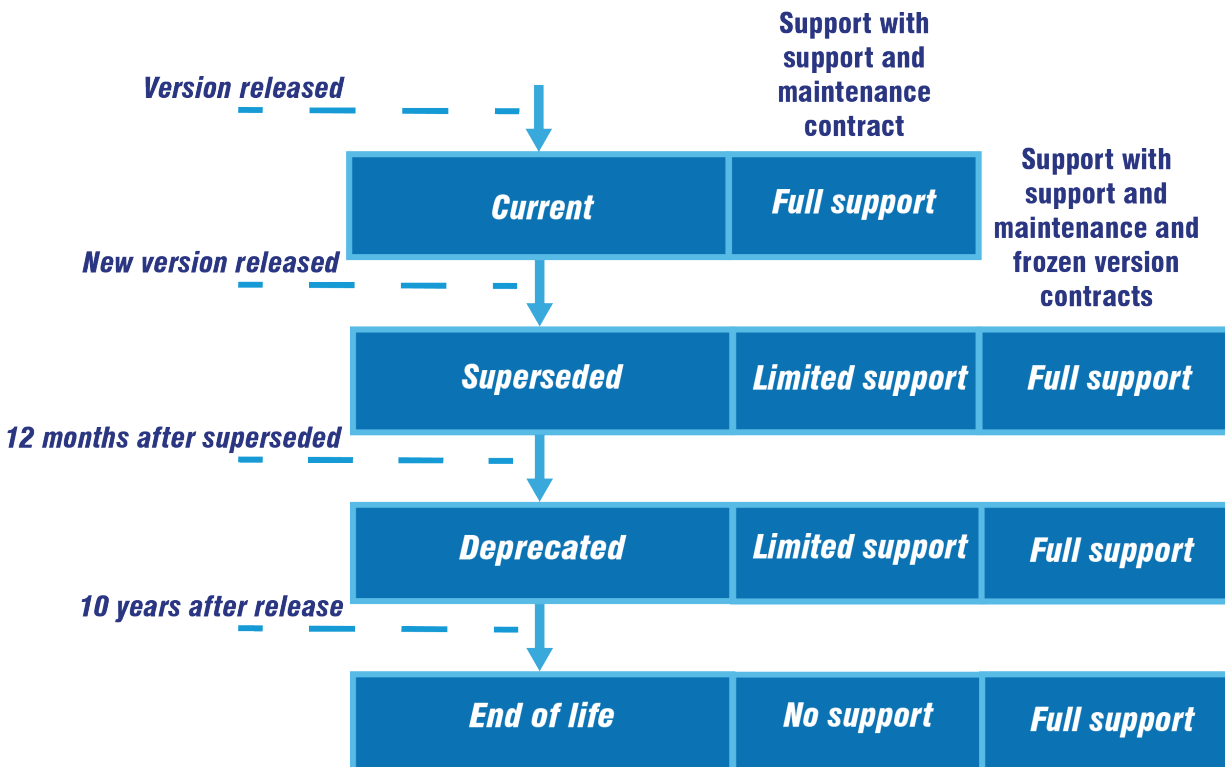

Figure 1. Rapita software product life cycle

Support and maintenance service

Our support and maintenance service includes three main elements:

- Support. Access to our support team to provide help and resolve any issues you might encounter with *Current* versions of our software. This includes assistance migrating from *Superseded*, *Deprecated* or *End of life* versions to the *Current* version of the software.

- Maintenance. We provide new versions of the software containing new features, and incremental releases to resolve detected issues. Where necessary, we also provide interim workarounds to address identified problems.

- Updates and information. We provide frequent information, including usage tips and privileged access to our website, which gives access to electronic copies of *Current* and *Superseded* versions of our software.

For more information on our support and maintenance service, see our Software support and maintenance service product brief.

Frozen version support service

If you want to continue using a version of one of our software products after it has left the *Current* stage of its life cycle, we recommend that you take advantage of our frozen version support service.

Because our customers' needs vary greatly, we will work with you to establish a support package that meets your needs. This could include, for example, a number of the features listed below:

- Download availability. We will continue to provide access to your *Frozen* version via download.

- Support. We will continue to provide you with support for a specific *Superseded* or *Deprecated* version.

- Establishing a unique branch for bugfixes. We will establish a unique branch of the version of the product for you. Only the bugfixes that you want applied will be applied to this branch.

- Build system availability. We will retain a clone of our build environment to ensure that we can continue to build the version of the tools that you are using.

- Migration support. We will provide assistance to migrate from your existing product version to the Current version.

- Holding code in Escrow. Should we be unable to continue to provide support, you will be granted access to the source code of the original tools, so you can continue to maintain them.

- Assurance bulletins. If we detect issues that affect the software version you are using, we will report them to you.

- Assurance issue detection. We will provide you with the means to determine if your version of our tools is affected by any assurance bulletins we report. This will reduce the effort you need to respond to assurance bulletins. This will give you the evidence that none of your code base is affected by assurance issues, or quickly identify the parts of your code base that are affected by the issue.

For more information, or to see how we can provide frozen version support to meet the needs of your project, contact us at info@rapitasystems.com.

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About Rapita

Rapita Systems provides on-target software verification tools and services globally to the embedded aerospace and automotive electronics industries.

Our solutions help to increase software quality, deliver evidence to meet safety and certification objectives and reduce costs.

Find out more

A range of free high-quality materials are available at:
rapitasystems.com/downloads

SUPPORTING CUSTOMERS WITH:

| Tools	Services	Multicore verification
Rapita **Verification Suite**:	V&V Services	CAST-32A Compliance
Rapi**Test**	Integration Services	Multicore Timing Solution
Rapi**Cover**	Qualification	
Rapi**Time**	SW/HW Engineering	
Rapi**Task**	Compiler Verification	

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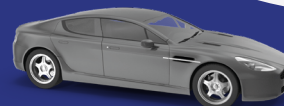
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