

## 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 RVS tools and how our support packages work alongside the product life cycle. It also explains how our frozen version support service is helpful for long-life projects such as those in the embedded avionics industry.

### Rapita's 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.

- Prior to us releasing the official version of a new software product, we often provide early access to it to a limited audience during a *Beta test* stage. During this stage, we offer support and maintenance to this limited set of users.
- After we release a software product to all users, it becomes the *Current version*. This 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- When we release a new version of a software product, the old version becomes *Superseded*. If your product version is *Superseded*, you can upgrade to the latest version at a time that is convenient to you. We apply fixes and updates to *Superseded* versions at our discretion.
- After a version of one of our software products has been *Superseded* for twelve months, it becomes *Deprecated*. We offer only limited support for *Deprecated* versions of our products, unless you have purchased a frozen version support service for that version. The support we offer without this service is primarily to help our users migrate to a newer version.

- Our products, and versions of them can also enter an *End of life* stage. We do not support products or versions at this stage in any way. We will not take a product or version that is in use by any of our customers to the *End of life* stage, and we contact all of our customers to confirm that they are no longer using it before taking it to this stage. You cannot purchase a frozen version support package for a product that has reached its *End of life*.

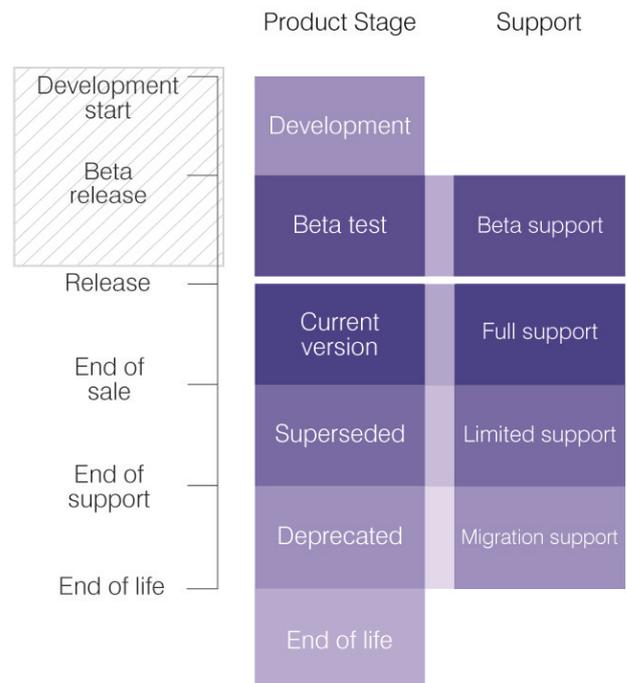


Figure 1: Rapita software product life cycle

As your project progresses through its own life cycle, we recognize that the benefits you gain from, and your ability to migrate to the latest tool versions will likely decrease. For this reason, we provide a range of options to support your use of *Superseded* and *Deprecated* versions of our software.

## Standard support service

Our standard support 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* or *Deprecated* 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.

- **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 [enquiries@rapitasystems.com](mailto:enquiries@rapitasystems.com).

## 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.



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