



# ZyLAB ONE Release Policy



## Contents

Release Definitions .....	3
Product.....	3
Platform .....	3
Bundles.....	3
Module.....	3
Backward Compatibility .....	3
Deprecation .....	4
Release Types.....	5
SaaS release .....	5
Major release (On Premise) .....	5
Minor release (On Premise).....	5
Hot Fix (On Premise) .....	6
Frequency of Releases .....	6
Inter-product dependency.....	6
Release Life Cycle (On Premise).....	6
Active .....	7
Mature .....	7
End of Life .....	7



## Release Definitions

This chapter defines the manner in which ZyLAB releases software. ZyLAB creates and maintains eDiscovery products; for a detailed listing of our products please consult our website, [www.zylab.com](http://www.zylab.com).

ZyLAB uses the following terms:

- Product
- Platform
- Bundles
- Modules
- Backward Compatibility
- Deprecation

### Product

A Product is a unit priced and licensed separately.

### Platform

A Platform is a framework on which Bundles can be run. A Platform has its own release cycle and is developed, tested and released independently of Bundles.

### Bundles

A Bundle is a set of functionalities that is built on top of the Platform. A Bundle has its own release cycle and is developed, tested and released independently of other Products. Dependencies may exist between a Bundle and the Platform. When a new ZyLAB platform is released, compatibility with dependent Bundles may be affected. ZyLAB will determine when and whether to update dependent Bundles. The dependencies of a Bundle are described in the release notes of the relevant Bundle. Refer to this document for more detailed information.

### Module

A Module is an individual unit of functionality that forms the basis of a Product. Modules are not released separately. Consequently modules do not have versions. Inter-modular dependency between modules of the same Product exists.

### Backward Compatibility

In order to innovate, ZyLAB must periodically make changes to the way in which its Products function. To minimize the impact on the production environments of our customers, ZyLAB endeavors to maintain backward compatibility. When a guarantee of backward compatibility is provided, customers may upgrade to new versions of Products without the immediate need to make changes to their implementations, although in order to gain maximum advantage of new functionality, customers are advised to adapt their implementations after the upgrade. In cases of an upgrade to a Major Release, migration might be necessary directly after the upgrade. In these cases ZyLAB will usually create an automated migration path to assist customers in upgrading their implementations and reduce the impact of the change. The Release Notes of a Product will specify whether adaptations to implementations are necessary and how ZyLAB supports its customers in this process.



## Deprecation

Although ZyLAB will try to incorporate all functional features of previous versions of the standard software in new versions of the software without modifications, ZyLAB reserves the right to deprecate functionality and eventually remove it from the Products. ZyLAB aims to announce the deprecation in the relevant Release Notes of a product and in the implementation manuals provided. When a deprecation notice is given, customers must plan to adapt their implementations correspondently.



## Release Types

- SaaS Release
- Major Release (On Premise)
- Minor Release (On Premise)
- Hot Fix (On Premise)

### SaaS release

ZyLAB offers SaaS (Software as a Service) releases to its Cloud environment in a continuous manner. Frequency of those releases is usually 2-3 (up to 20 SaaS releases per year).

Each release may contain new functionality, improvements or bug fixes. SaaS customers will benefit from a continuous added value without any need for migration or downtime. This release process is entirely owned by ZyLAB.

The characteristics of a SaaS Release are:

- SaaS releases are the base of the following On Premise release: Major Release. Minor Release. SaaS releases will always supersede the current Active (latest) Major/Minor release.
- SaaS Releases include enhancements in product functionality and capabilities
- SaaS Releases include bug fixes and stability enhancements based on previous releases
- SaaS Releases go through an extensive Test Automation process that includes Functional, performance, load and Security testing.
- Every SaaS Release is identified by the Major/Minor Release name (For example ZyLAB ONE 5.1) and by the Build number associated with this SaaS release (For example Build 8712).

### Major release (On Premise)

A Major Release offers new and innovative functionality to customers, while providing no guarantees regarding backward compatibility. The characteristics of a Major Release are:

- Major Releases have a name created by appending a sequential number and ".0" to the corresponding product name (for example, ZyLAB ONE 5.0)
- Major Releases include enhancements in product functionality and capabilities
- Major Releases include bug fixes and stability enhancements based on previous releases
- Major Releases are self-contained for installation purposes (they do not require any previous release to be installed)
- Major Releases may contain non-backward-compatible changes to public programming interfaces and storage formats and thus require adaptations and migrations of the customers' implementations
- Major Releases may contain changes to platform support
- Major Releases are rigorously regression tested by ZyLAB's Testing Department, including interoperability testing with other ZyLAB products

### Minor release (On Premise)

A Minor Release offers functionality enhancements while maintaining backward compatibility with the preceding release. The characteristics of a Minor Release are:



- Minor Releases have a name created by appending a sequential decimal number to the corresponding Major Release name (for example, ZyLAB ONE 5.1)
- Minor Releases include enhancements in product functionality and capabilities
- Minor Releases include bug fixes and stability enhancements based on previous releases
- Minor Releases are self-contained for installation purposes (they do not require any previous release to be installed)
- Minor Releases contain only backward-compatible changes to public programming interfaces and storage formats and thus do not require major adaptations and migrations of customer's implementations
- Minor Releases may contain changes to platform support
- Minor Releases are rigorously regression tested by ZyLAB's Testing Department, including interoperability testing with other ZyLAB products

### Hot Fix (On Premise)

Hot Fixes make critical updates available. Customers may request a Hot Fix for a critical issue at any time; however, ZyLAB will make the final decision on whether a Hot Fix is released, based on technical complexity, customer business requirements, and schedules. Generally, a Hot Fix is only considered for the correction of blocking issues and is only made available if the issue has not been fixed in an active or mature Major Release or Minor Release. Hot Fixes are built and tested for a particular customer's environment; therefore, Hot Fixes are not transferable to other environments or configurations unless explicitly stated. The README file, shipped with every Hot Fix, describes all potential dependencies of a Hot Fix on other Hot Fixes. Hot Fixes are not self-contained (they require the corresponding Release and, optionally, previous Hot Fixes to be installed in order to be successfully installed)

- Hot Fixes are not released according to a release schedule, but on per-need basis
- Hot Fixes are tested by the customer itself and by ZyLAB's Customer Support

### Frequency of Releases

In order to give customers clarity on when they can expect updates, ZyLAB aims to have a predictable schedule for releasing SaaS Releases, Major Releases, Minor Releases and Service Packs. As a rule of thumb, ZyLAB aims for the following frequency for its main product, ZyLAB ONE:

- SaaS Release: released every 2-4 weeks (up to 20 release per year).
- Major Release: released every 12 months
- Minor Release: released every 6 months
- Hot Fix: released on demand and subject to an explicit decision

### Inter-product dependency

A dependent product is typically updated within a period of approximately 3 months in order to maintain inter-product dependency. Depending on the impact on the dependent product, updates for inter-product dependency are delivered in Major Releases and Minor Releases.

### Release Life Cycle (On Premise)

Releases of ZyLAB products are subject to the following phases in its Release Life Cycle:



- Active
- Mature
- End of Life

	Version released										
Version impacted	4.0	4.1	4.2	4.3	4.4	5.0	5.1	5.2	5.3	5.4	6.0
4.0	Active	Mature	Mature	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life
4.1		Active	Mature	Mature	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life
4.2			Active	Mature	Mature	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life
4.3				Active	Mature	Mature	End Of Life	End Of Life	End Of Life	End Of Life	End Of Life
4.4					Active	Mature	Mature	End Of Life	End Of Life	End Of Life	End Of Life
5.0						Active	Mature	Mature	End Of Life	End Of Life	End Of Life
5.1							Active	Mature	Mature	End Of Life	End Of Life
5.2								Active	Mature	Mature	End Of Life
5.3									Active	Mature	Mature
5.4										Active	Mature
6.0											Active

	Active
	Mature
	End Of Life

### Active

Upon its availability, a new release immediately enters the active phase of the release life cycle. Active releases are actively sold and supported according to this Policy. ZyLAB may upgrade active releases through Minor Releases and release Hot Fixes for critical updates.

After a new active release becomes available, the following applies:

- Upon availability of the next Major or Minor Release of a product, the current active release enters the mature phase. ZyLAB will support one active release and two immediate preceding mature releases.

### Mature

Mature releases are supported releases pursuant to this Policy. Hot Fixes for critical updates may be released; however, ZyLAB will not roll out Major Releases or Minor Releases. For releases in this phase, Licensee should plan for the migration to an active release.

### End of Life

Releases in the end of life phase of the release life cycle are supported by ZyLAB under this Policy, subject to the availability of trained personnel and resources with knowledge and experience regarding such releases. No Hot Fixes will be issued.