



Oracle Operating System, VM and Integrated Software Options



Oracle's Lifetime Support Policy

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ORACLE OPERATING SYSTEMS, VM AND INTEGRATED SOFTWARE OPTIONS

Maximize your support investment and unlock the full value of your Oracle products with the industry's leading support. Predictable, flexible and the most comprehensive coverage available, Oracle support helps drive your business success across your entire technology environment, from database to middleware and to applications. Also covered are hardware (including integrated software and integrated software options) and operating systems. Complete coverage—an industry first—only from Oracle. With Oracle support, you'll enjoy continued peace of mind, knowing that we'll always be there to support your business.

ORACLE SUPPORT PROGRAMS AND SERVICE LEVELS

Oracle support helps puts you in control of your IT planning and budgeting while positioning you to take advantage of Oracle's technology leadership. To that end, Oracle offers the following support programs that span three levels of support including Premier, Extended and Sustaining Support:

- Oracle Premier Support for Systems
- Oracle Premier Support for Operating Systems
- Oracle Communications Network Premier Support
- Oracle Communications EAGLE Premier Support
- Extended Support for Operating Systems
- Sustaining Support for Operating Systems and Integrated Software Options
- Oracle Communications Network Sustaining Support
- Oracle Communications EAGLE Sustaining Support

Oracle Premier Support for Systems

For over two decades, Oracle has set new standards of performance. By choosing Oracle Premier Support for Systems, you can place your trust in a recognized leader to keep your systems running smoothly while you focus on your business goals.

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware, and (ii) Tekelec BNS, PIC hardware and Oracle Acme Packet 1100, 3820, 3900 and 3950 hardware. For Oracle servers, this support applies to the following software: Oracle Solaris, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system.

Support for integrated software options is typically available for five years from the date a release of the integrated software option becomes generally available (similar to Oracle applications). For operating systems, Oracle Premier Support provides a minimum ten-year support period and for selected releases, Oracle may extend the technical support period by offering an additional three years of Extended Support and/or indefinite Sustaining Support. Availability and actual timeframes are noted below in the Support Timeframe tables.

Unless otherwise stated in this section, Oracle Premier Support for Systems consists of the following software deliverables. For details on the hardware deliverables, please refer to the appropriate datasheets and support policy documents located at www.oracle.com.

- Program updates, fixes, security patches and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools/scripts

- Certification with most new third-party products/versions and most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options) which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and do not require a system reboot
- Hardware certification
- Backport of selected fixes for Oracle Linux
- Right to use Oracle Enterprise Manager Ops Center
- Access to Platinum Services

Oracle Premier Support for Operating Systems

Your investment in Oracle Linux, Oracle Solaris and Oracle VM enables you to handle the most demanding IT applications with world record performance. Now protect your technology investment and keep your business operations running effectively and efficiently with Oracle Premier Support for Operating Systems.

If you are running any combination of these products on your systems and you have opted not to purchase complete system coverage (e.g., Premier Support for Systems or Oracle Communications Network Premier Support), this is the support offering for you.

Oracle Premier Support for Operating Systems consists of services in support of (i) Oracle Linux, Oracle Solaris, Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise noted in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, fixes, security patches and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Major product and technology releases for operating system software and integrated software (including integrated software options) which may include general maintenance releases, selected functionality releases and documentation updates
- Upgrade tools/scripts
- Certification with most new third-party products/versions and most new Oracle products
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and do not require a system reboot
- Hardware certification
- Backport of selected fixes for Oracle Linux
- Right to use Oracle Enterprise Manager Ops Center

Extended Support for Operating Systems

For selected Oracle Linux, Oracle Solaris and Oracle VM operating system releases, Oracle may extend the technical support period by offering Extended Support for a three-year period. With Extended Support, you receive access to technical experts, backed by industry leading online tools and knowledgebase resources. When offered, Extended Support will consist of the following:

- Program updates, fixes, security patches, security alerts and critical patch updates for Oracle Solaris operating system software
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and do not require a system reboot
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Major product and technology releases for operating system software and integrated software (including integrated software options) which may include general maintenance releases, selected functionality releases and documentation updates.
- Upgrade tools/scripts
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support system) including the ability to log service requests online
- 24 x 7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center

Extended Support for Operating Systems does not include:

- Certification with most new third-party products/versions or most new Oracle programs
- Hardware certification
- Backport of fixes for Oracle Linux programs

Sustaining Support for Operating Systems and Integrated Software Options

For selected operating systems or integrated software options, Oracle may offer Sustaining Support for an indefinite period. Sustaining Support applies after Extended Support expires or should you not purchase Extended Support, immediately after Premier expires. With Sustaining Support, you receive continued access to technical experts, backed by industry leading online tools and knowledgebase resources. You benefit from:

- Pre-existing program updates, fixes, security patches and security alerts for operating system software, integrated software and integrated software option software
- Pre-existing critical patch updates for Oracle Solaris operating system and integrated software option software
- Access to pre-existing Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes
- Access to pre-existing Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Pre-existing upgrade tools/scripts
- Major product and technology releases for integrated integrated software options, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center

Sustaining Support for Operating Systems and Integrated Software Options does not include:

- New program updates, fixes, security patches, security alerts, critical patch updates, general maintenance releases, selected functionality releases, documentation updates or upgrade tools/scripts
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Premier and Sustaining Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products, (ii) Oracle Acme Packet hardware products except as otherwise noted, and (iii) Oracle Communications TDM support PCIe Card Low Profile. The following products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100, 3820, 3900, and 3950 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software.

Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options) which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online
- Enhanced response, restoration and resolution timeframes

Certain Oracle Communications Network Premier integrated software option program releases may be eligible to receive Oracle Communications Network Sustaining Support. If offered, support consists of:

- Program updates, fixes, security alerts and critical patch updates for integrated software options created during the Premier Support period
- Remote installation of integrated software options for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software options, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online

Sustaining Support for the Oracle Communications Network Premier integrated software option program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates
- Enhanced response, restoration and resolution timeframes
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications EAGLE Premier and Sustaining Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options) which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online
- Enhanced response, restoration and resolution timeframes

Certain Oracle Communications EAGLE Premier integrated software option program releases may be eligible to receive Oracle Communications EAGLE Sustaining Support. If offered, support consists of:

- Program updates, fixes, security alerts and critical patch updates for integrated software options created during the Premier Support period
- Remote installation of integrated software options for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software options, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems) including the ability to log service requests online

Sustaining Support for the Oracle Communications EAGLE Premier integrated software option program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates for integrated software options
- Enhanced response, restoration and resolution timeframes
- Previously released fixes or updates that Oracle no longer supports

SUPPORT TIMEFRAMES – COMMUNICATION RELEASES

Oracle Communications Session Border Controller (Formerly Acme Packet Net-Net Session Director)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.x	Jul 2008	Jun 2016	Not Available	Indefinite
S-Cz7.x	Dec 2012	Nov 2019	Not Available	Indefinite
S-Cz8.x	Sep 2017	Jan 2023	Not Available	Indefinite
S-Cz9.x	Jun 2021	Sep 2026	Not Available	Indefinite
S-Cz10.x	Mar 2025	Mar 2030	Not Available	Indefinite
S-D7.x	Jun 2009	Aug 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Tunneled Session Controller (Formerly Acme Packet NetNet Tunneled Session Manager)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.4.6	Mar 2014	Jun 2016	Not Available	Indefinite
TSM/SDK 1.x	May 2012	Mar 2017	Not Available	Indefinite
SDK 2.x	Oct 2019	Oct 2022	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. The Oracle Communications Session Border Controller will become the parent product of the Tunneled Session Controller following the S-Cx6.x release.

Oracle Communications Application Session Controller (Formerly Acme Packet Net-Net Application Session Controller)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
E3.x	Jun 2013	Mar 2020	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Unified Session Manager (Formerly Acme Packet Net-Net SIP Multimedia Express)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-C[x]6.x	Aug 2012	Jan 2016	Not Available	Indefinite
S-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite
S-Cz8.x	Sep 2019	Oct 2022	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Subscriber Aware Load Balancer (Formerly Acme Packet Net-Net Session Aware Load Balancer)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
L-Cx1.x	Aug 2010	May 2016	Not Available	Indefinite
S-Cz7.x	Feb 2015	Feb 2020	Not Available	Indefinite
S-Cz8.x	Oct 2018	Oct 2023	Not Available	Indefinite
S-Cz9.x	Jun 2021	Sep 2026	Not Available	Indefinite
S-Cz10.x	Mar 2025	Mar 2030	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Border Gateway (Formerly Acme Packet Net-Net Border Gateway)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
C4.5.x	Aug 2007	Jun 2016	Not Available	Indefinite
S-Cx6.x	Sept 2008	Jun 2016	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Core Session Manager

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-C[z]6.x	Aug 2012	Jan 2016	Not Available	Indefinite
S-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite
S-Cz8.x	Sep 2019	Sep 2024	Not Available	Indefinite
S-Cz9.x	Aug 2022	Feb 2025	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Router (Formerly Acme Packet Net-Net Session Router)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.x	Jul 2008	Jun 2016	Not Available	Indefinite
S-Cz7.x	Dec 2012	Nov 2019	Not Available	Indefinite
S-Cz8.x	Dec 2017	Jan 2023	Not Available	Indefinite
S-Cz9.x	Jun 2021	Sep 2026	Not Available	Indefinite
S-Cz10.x	Mar 2025	Mar 2030	Not Available	Indefinite
S-D7.x	Jun 2009	Aug 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Security Gateway (Formerly Acme Packet Net-Net Security Gateway)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
M-Cx1.x	Jun 2009	Dec 2011	Not Available	Indefinite
M-Cx2.x	Jun 2012	Dec 2014	Not Available	Indefinite
M-Cx3.x	Jan 2013	Jul 2015	Not Available	Indefinite
M-Cx4.x	Sep 2015	Sep 2020	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Monitor (Formerly Acme Packet Palladion Products)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Palladion 2.x	Jun 2008	Dec 2013	Not Available	Indefinite
OCSM 3.0 - 3.3	Jan 2013	Jan 2018	Not Available	Indefinite
OCSM 3.4	Feb 2017	Feb 2022	Not Available	Indefinite
OCSM 4.x	Nov 2017	Nov 2022	Not Available	Indefinite
OCSM 5.x	Nov 2021	Nov 2026	Not Available	Indefinite
OCSM 6.x	Feb 2025	Feb 2030	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product: Oracle Communications Operations Monitor, Oracle Communications Fraud Monitor, Oracle Communications Control Plan Monitor and Oracle Enterprise Operations Monitor. The same option may be available with multiple products however, the option will still follow the same support timeframe as the parent product. Extensions will follow the support timeframe of the product; Media Quality Extension, Protocol Extension. Mediation Engine Connector Extension.

Oracle Communications Interactive Session Recorder (Formerly Acme Packet NetNet Interactive Session Recorder)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
ISR 4.x	May 2012	Nov 2014	Not Available	Indefinite
ISR 5.x	Aug 2012	Mar 2019	Not Available	Indefinite
ISR 6.x	Sep 2017	Sep 2022	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Delivery Management Suite (Formerly Acme Packet Net-Net Central)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
EMS 6.x	Dec 2009	Feb 2013	Not Available	Indefinite
NNC 7.x	Jun 2011	Dec 2017	Not Available	Indefinite
SDM 8.x	Aug 2017	Aug 2022	Not Available	Indefinite
Oracle Session Delivery Element Manager 9.0	Apr 2022	Dec 2027	Dec 2030	Indefinite
Oracle Session Delivery Route Manager 9.0	Apr 2022	Dec 2027	Dec 2030	Indefinite
Oracle Session Delivery Report Manager 9.0	Apr 2022	Dec 2027	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Oracle Communications Enterprise Trunk Manager (Formerly Acme Packet Net-Net Central SIP Trunk Express)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
7.x	Sep 2012	Sep 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. 7.3 is the final stand-alone release of the Enterprise Trunk Manager. All future releases are integrated into the Oracle Communications Session Delivery Management Suite.

Oracle Enterprise Session Border Controller (Formerly Acme Packet Net-Net Enterprise Session Director)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
EC[xz]6.x	May 2012	Oct 2016	Not Available	Indefinite
ECz7.x	Jul 2014	Feb 2020	Not Available	Indefinite
ECz8.x	Dec 2017	Dec 2022	Not Available	Indefinite
S-Cz9.x	Jun 2021	Sep 2026	Not Available	Indefinite
S-Cz10.x	Mar 2025	Mar 2030	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products and those options follow the same support timeframe as the parent product.

Oracle Enterprise Broker (Formerly Acme Packet Net-Net Enterprise Communications Broker)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
PCz1.x	Oct 2013	Oct 2018	Not Available	Indefinite
PCz2.x	Jul 2014	Jul 2019	Not Available	Indefinite
PCz3.x	Aug 2018	Aug 2023	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Acme Packet Net-Net Diameter Director

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
D-Cx1.x	Apr 2012	Oct 2014	Not Available	Indefinite
D-Cz2.x	May 2012	Apr 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the [Oracle Acme Packet and Oracle Communications Error Correction Policy \(Doc ID: 1901448.1\)](#).

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

SUPPORT TIMEFRAMES – GLOBAL SIGNALING RELEASES

Oracle Global Signaling (Formerly Tekelec EAGLE)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Communications EAGLE				
EAGLE 41.1.x	Dec 2009	Jan 2013	Not Available	Not Available
EAGLE 42.0	Oct 2010	Jul 2013	Not Available	Not Available
EAGLE 43.0	Mar 2011	Jul 2014	Not Available	Indefinite
EAGLE 43.1	Jan 2011	Jul 2015	Not Available	Indefinite
EAGLE 44.0	Jun 2011	Jul 2015	Not Available	Indefinite
EAGLE 45.0	Nov 2013	Jan 2017	Not Available	Indefinite
EAGLE 46.0 - 46.3	Aug 2014	Aug 2019	Not Available	Indefinite
EAGLE 46.4 - 46.6	Dec 2016 and later	Dec 2021	Not Available	Indefinite
EAGLE 46.7 - 46.9	Dec 2016 and later	Dec 2025	Not Available	Indefinite
EAGLE 47.x	Sep 2022	Sep 2027	Not Available	Indefinite
EAGLE Query Server 1.0	Feb 2017	Feb 2022	Not Available	Indefinite
LSMS 10.x	Oct 2007	Jul 2012	Not Available	Not Available
LSMS 11.0	Sep 2008	Jul 2012	Not Available	Not Available
LSMS 11.1	Jul 2009	Jan 2013	Not Available	Not Available
LSMS 13.x	Oct 2014	Dec 2021	Dec 2024 ¹	Indefinite
LSMS 14.x	Jan 2024	Jan 2029	Not Available	Indefinite
LSMS Query Server 13.x	Jun 2014	Dec 2021	Dec 2024 ¹	Indefinite
LSMS Query Server 14.x	Jan 2024	Jan 2029	Not Available	Indefinite
ELAP 7.x	Dec 2007	Jan 2015	Not Available	Indefinite
ELAP 8.0	Sep 2008	Jan 2013	Not Available	Not Available
ELAP 9.x	Aug 2011	Jan 2015	Not Available	Indefinite

Oracle Global Signaling (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
ELAP 10.x	Aug 2013	Nov 2021	Dec 2024 ¹	Indefinite
ELAP 11.x	Jan 2024	Jan 2029	Not Available	Indefinite
EPAP 13.x	May 2010	Jan 2015	Not Available	Indefinite
EPAP 14.x	Dec 2011	Jul 2016	Not Available	Indefinite
EPAP 15.0	Nov 2012	Jan 2017	Not Available	Indefinite
EPAP 16.x	Dec 2014	Dec 2021	Dec 2024 ¹	Indefinite
EPAP 17.x	Mar 2023	Mar 2028	Not Available	Indefinite
EAGLE Element Management System 45.x	Nov 2013	Jan 2017	Not Available	Indefinite
EAGLE Element Management System 46.x	Oct 2014	Aug 2019	Not Available	Indefinite
EAGLE Element Management System 47.x	Jun 2024	Jun 2029	Not Available	Indefinite
EAGLE Element Management System Reporting Studio 45.x	Nov 2013	Jan 2017	Not Available	Indefinite
EAGLE Element Management System Reporting Studio 46.x	Oct 2014	Aug 2019	Not Available	Indefinite
EAGLE Element Management System Reporting Studio 47.x	Jun 2024	Jun 2029	Not Available	Indefinite
EAGLE EMS 41.1.x	Dec 2009	Jan 2013	Not Available	Not Available
EAGLE EMS 42.0	Sep 2010	Jul 2013	Not Available	Not Available
EAGLE EMS 43.0	Jan 2011	Jul 2014	Not Available	Not Available
EAGLE EMS 44.0	Jun 2011	Jul 2014	Not Available	Not Available
Netboss Harris Smart Agent 7.x	Not Available	Jul 2012	Not Available	Not Available
FTP Table Base Retrieve 4.4	Jun 2012	Jan 2017	Not Available	Indefinite
FTP Table Base Retrieve 4.5	Dec 2014	Dec 2019	Not Available	Indefinite
FTP Table Base Retrieve 5.x	Apr 2022	Apr 2027	Not Available	Indefinite
SCS 6.3	Not Available	Jan 2013	Not Available	Not Available
SCS 8.10	Not Available	Jan 2013	Not Available	Not Available

SUPPORT TIMEFRAMES – OPERATING SYSTEM RELEASES

Oracle Solaris

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Solaris 8 ⁵	Feb 2000	Mar 2009	Mar 2012	Indefinite
Trusted Solaris 8.x ¹	Sep 2002	Mar 2012	Not Available	Indefinite
Solaris 9	Mar 2002	Oct 2011	Oct 2014	Indefinite
Solaris Legacy Containers ³	Dec 2010	Jan 2018	Jan 2024	Indefinite
Solaris 10 ^{2,4}	Jan 2005	Jan 2018	Jan 2027	Indefinite
Solaris 10 Containers	Mar 2020	Jan 2027	Not Available	Indefinite
Solaris 11.3 ^{2,4,6}	Oct 2015	Jan 2021	Jan 2027	Indefinite
Solaris 11.4 ^{2,4,7}	Aug 2018	Nov 2031	Nov 2037	Indefinite

¹Trusted Solaris 8.x has been superseded by Solaris 10 11/06 with Trusted Extensions and subsequent releases of Solaris 10 with Trusted Extensions. For more details, please see the Common Criteria Evaluated Oracle Products website located at <http://www.oracle.com/technetwork/topics/security/oracle-cc-evalsolaris-083233.html>.

²With the release of Oracle VM Server for SPARC 2.0 (LDoms), this product will follow the lifecycle of the hardware platform.

³ Oracle Solaris Legacy Containers includes both Oracle Solaris 8 Containers and Oracle Solaris 9 Containers.

⁴ For more detailed information on Free and Open Source Software (FOSS) Support in Oracle Solaris, please see associated policy found in My Oracle Support, <https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1400676.1>.

⁵ For Oracle Solaris 8, a limited service providing Severity 1 fixes will be available after July 2012. For details please refer to the Oracle Hardware and Systems Support Policies: <http://www.oracle.com/us/support/library/hardware-systems-supportpolicies-069182.pdf>.

⁶ Solaris 11.0, 11.1, 11.2 fixes are delivered in the form of the updates available in the most recent versions of Solaris 11. Solaris 11 updates are provided through Support Repository Updates (SRU), or through Limited Support Updates (LSU) for Solaris 11.3 after Aug/2018. Users may be required to update to a newer SRU or LSU to obtain fixes for issues in systems covered by Premier Support or apply an Interim Diagnostic or Relief (IDR) update. For systems covered by Extended Support, fixes may be provided through IDR updates and/or LSUs.

⁷ Solaris 11.4 follows a Continuous Delivery model, where new functionality is delivered as updates to the existing release; upgrades are not required to gain access to new features and capabilities. As a result, Support dates are evaluated for update annually, and will be provided through at least the dates above.

Oracle Linux

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Linux 3	Oct 2003	Oct 2011	Not Available	Indefinite
Linux 4	Feb 2005	Feb 2013	Not Available	Indefinite
Linux 5	June 2007	Jun 2017	Nov 2020	Indefinite
Linux 6 ¹	Feb 2011	Mar 2021	Dec 2024	Indefinite
Linux 7 ¹	Jul 2014	Dec 2024	Jun 2028	Indefinite
Linux 8	Jul 2019	Jul 2029	Jul 2032	Indefinite
Linux 9	Jun 2022	Jun 2032	Jun 2035	Indefinite
Linux 10	Jun 2025	Jun 2035	Jun 2038	Indefinite

¹Oracle OpenStack, (available with Linux 6.x, 7.x and VM 3.x) Premier Support Ends: Oct 2020, Extended Support Ends: Not Available, Sustaining Support Ends: Indefinite.

For further details about Oracle Linux and Oracle VM support terms as well as support levels, please refer to the [Oracle Open Source Support Policies](#).

Oracle VM

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
VM 2	Nov 2007	Nov 2015	Not Available	Indefinite
VM 3 ¹	Aug 2011	Mar 2021	Jun 2024	Indefinite

¹Oracle OpenStack, (available with Linux 6.x, 7.x and VM 3.x) Premier Support Ends: Oct 2020, Extended Support Ends: Not Available, Sustaining Support Ends: Indefinite.

For further details about Oracle Linux and Oracle VM support terms as well as support levels, please refer to the [Oracle Open Source Support Policies](#).

SUPPORT TIMEFRAMES – OTHER RELEASES

Oracle Big Data Appliance

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Big Data Appliance 3.x	Jun 2012	Jun 2017	Not Available	Jan 2025
Oracle Big Data Appliance 4.x	Apr 2014	Jan 2022	Not Available	Jan 2025
Oracle Big Data Appliance 5.x	Nov 2019	Jan 2025	Not Available	Not Available

For more detailed information on specific release and support dates, refer to [MyOracle Support](#).

Oracle Verrazzano Enterprise Container Platform

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Verrazzano (all products)	Aug 2021	Jan 2025 ¹	Not Available	Not Available

¹ For additional information about support end dates, bug fix and patch release policies, please refer [Oracle Verrazzano Enterprise Container Platform Support \(Doc ID: 2794708.1\)](#)

Oracle Talari

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle SD-WAN Edge 8.2	Oct 2019	Oct 2022	Not Available	Indefinite
Oracle SD-WAN Edge 9.x	May 2020	May 2025	Not Available	Indefinite
Oracle SD-WAN Aware 8.2	Oct 2019	Oct 2022	Not Available	Indefinite
Oracle SD-WAN Aware 9.x	May 2020	May 2025	Not Available	Indefinite

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