Product lifecycle policy

Who is this article for?
Find your product plan in the Code42 console on the Account menu (https://support.code42.com/Administrator/Cloud/Code42_console_reference/01_Code42_console_overview#Account_menu).

- ✔ Incydr Professional and Enterprise
- ✔ Incydr Basic and Advanced
- ✔ CrashPlan Cloud
- ✔ CrashPlan for Small Business (https://support.code42.com/Small_Business) (https://support.code42.com/Small_Business)
- ✔ Other product plans

Overview

Code42 strives to continually innovate and evolve its solutions, providing customers with richer functionality and more robust products. As part of this ongoing evolution, certain Code42 products, including software versions and hardware lines, will reach the end of their lives. Our goal is to provide straightforward product lifecycle policies that help customers better design, deploy, and manage their IT investments and upgrades.

This article outlines Code42’s lifecycle policy for its products, including both software and hardware.

Product lifecycle policy

A Code42 product is:

Any good or service produced or provided by Code42.

The following policy items apply to all Code42 products, including both software and hardware:

1. Code42 may choose to announce the end-of-sale and end-of-support dates for its products at any time.
2. Code42 works with its customers to ensure continuity of business when announcing the end-of-sale or end-of-support dates for its products.
3. Notifications and reminders to customers for end-of-support begin approximately 6 months prior to the end-of-support date.

Software lifecycle policy

For information about end-of-life policies for software versions, see our Software Version End-Of-Life Policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Software_version_end-of-life_policy).
Hardware lifecycle policy

For information about end-of-life policies for hardware, see our Hardware End-Of-Life Policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Hardware_end-of-life_policy).

Definitions

end-of-sale date

The date when a product is no longer available for purchase from Code42 or its authorized resellers. This date also establishes the end-of-life date for hardware and some software product lines.

end-of-support

Access to maintenance, remote monitoring and the Code42 Customer Champion Team is no longer available. Patches, bug fixes, repair actions, and parts replacements are no longer available to products that have reached end-of-support. All hardware reaches end-of-support when non-renewed, or at the end of year five (60 months beyond purchase date), whichever is first.

hardware

Equipment (including its physical components) purchased from Code42 or a Code42-authorized agent. Hardware may also be referred to as “appliance.”

major software version

A significant software version that is defined as x.0. Example: 4.0.

obsolete

Once obsolete, the product is not sold, manufactured, improved, repaired, maintained or supported.

product

Any good or service produced or provided by Code42.

product lifecycle

The processes surrounding the introduction, growth and maturity of a product. The product lifecycle includes a series of technical and business milestones and activities that, once completed, make a product obsolete. See Code42’s Product lifecycle policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy) for additional information.

purchase date

The date that an order for hardware was processed by Code42.
software versions

Code42 uses four designations for software versions:

- **Major** software versions contain large features and changes to functionality. Major version numbers are one digit (and a zero), such as 4.0 or 5.0.
- **Minor** software versions contain smaller features and enhancements to existing functionality. Minor version numbers are two digits, such as 3.6 or 4.2.
- **Maintenance** software versions contain bug fixes and other small changes. Maintenance version numbers are three digits, such as 4.3.5 or 5.1.2.
- **Patch** software versions contain bug fixes or other corrections that must be addressed before the next scheduled release point. Patch version numbers are four digits, such as 3.6.4.3 or 4.3.5.1.

under maintenance

The time period that remote monitoring and hardware support are available from Code42.

Additional resources

- [5.0 language retirement](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/5.0_language_retirement)
- [Changes to server URLs](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Changes_to_server_URLs)
- [Code42 cloud version policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Code42_cloud_version_policy)
- [Code42 on-premises version policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Code42_on-premises_version_policy)
- [CrashPlan for Small Business software version policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/CrashPlan_for_Small_Business_software_version_policy)
- [End of support for Code42 app version 6](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_app_version_6)
- [End of support for Code42 CrashPlan app version 5](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_CrashPlan_app_version_5)
- [End of support for Code42 server version 4](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_4)
- [End of support for Code42 server version 5](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_5)
- [End of support for Code42 server version 6](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_6)
- [End of support for CrashPlan app version 4](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_CrashPlan_app_version_4)
- [End of support for CrashPlan version 3](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_CrashPlan_version_3)
- End of support for port 4282 in the Code42 cloud (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_port_4282_in_the_Code42_cloud)
- End of support for the CrashPlan mobile app (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_the_CrashPlan_mobile_app)
- End of support for version 3.8.2010.2 and older (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_version_3.8.2010.2_and_older)
- Hardware end-of-life policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Hardware_end-of-life_policy)
- IP address updates in August 2020 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/IP_address_updates_in_August_2020)
- SharePlan end of sale and end of support (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/SharePlan_end_of_sale_and_end_of_support)
- Software version end-of-life policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Software_version_end-of-life_policy)
- Translation policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Translation_policy)

Updates to this document

This Product Lifecycle Policy document should not be interpreted as a legally binding commitment, but rather as an informational document that may change occasionally as we respond to changing market conditions and to our customers’ needs.

This document represents the current view of Code42 as of the date it was posted. Code42 may change or update this policy at any time, without notice. Code42 cannot guarantee that this document will be kept up to date, nor that any typographical errors, inaccuracies or omissions will be corrected. Please check this document periodically to keep informed of any changes.

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Related topics

- Platform support policy (https://support.code42.com/Terms_and_conditions/Platform_support_policy)
- Software version end-of-life policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Software_version_end-of-life_policy)
- Hardware end-of-life policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Hardware_end-of-life_policy)