



## ShapeBlue CloudStack Support Matrix

		Proactive maintenance		Reactive support	
		End of proactive maintenance	End of security patching (CVE's only)	End of ShapeBlue support (includes reactive patching of issues)	
Point releases	Version	Supported from	End of proactive maintenance	End of security patching (CVE's only)	End of ShapeBlue support (includes reactive patching of issues)
	CloudStack 4.1.x	01 June 2013	30 June 2014	31 December 2014	30 June 2015
	CloudStack 4.2.x	24 September 2013	30 September 2014	31 March 2015	30 September 2015
	CloudStack 4.3.x	24 March 2014	31 March 2015	30 September 2015	31 March 2016
	CloudStack 4.4.x	23 July 2014	31 July 2015	31 January 2016	31 July 2016
	*CloudStack 4.5.x	06 March 2015	31 December 2016	31 March 2017	01 January 2018
LTS releases	Cloudstack 4.9.x LTS	01 January 2017	01 January 2018	01 July 2018	01 January 2019
	CloudStack LTS May 2017 Release	01 July 2017	01 July 2018	01 February 2019	01 July 2019
	CloudStack LTS Nov 2017 Release	01 January 2018	01 January 2019	01 July 2019	01 January 2020

ShapeBlue support ends 2 years after "Supported from" date

We will provide Reactive Support and Product Patching up until the "End of ShapeBlue support" date

We will provide "Proactive maintenance" patching for 1 year after "Supported from" date

We will provide Proactive Security Patching for 18 months after the "Supported from" date

All future release dates are subject to change if the software release date is delayed

\*Cloudstack 4.5 support extended due to introduction of LTS branches

**The following is provided for information purposes. Full Terms & Conditions can be found at [shapeblue.com](http://shapeblue.com)**

We will provide Reactive Support to any version of CloudStack our customers choose to install. However, we can only provide Proactive Maintenance and our Product Patching service to those versions specified above

Any version of CloudStack not specified above is deemed to be an Unmaintained Version

If an existing customer decides to install an Unmaintained Version we cannot provide our Product Patching service or Proactive Maintenance, but Reactive Support only

A new customer with an Unmaintained Version of CloudStack will receive Reactive Support, and Product Patching for (P1 issues only) as defined in our support proposal, but must commit to upgrading to a version specified on our support matrix within 3 months of a support agreement starting. If after 3 months of a support agreement starting the customer is still using an Unmaintained Version then we will cease to provide our Product Patching service for any issue, and will provide Reactive Support only