



ShapeBlue CloudStack Support Matrix

		Proactive maintenance		Reactive support		
		Version	Supported from	End of proactive maintenance	End of security patching (CVE's only)	End of ShapeBlue support (includes reactive patching of issues)
Previous versions	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	
Current versions	Cloudstack 4.9.2 -> LTS	01 January 2017	01 January 2018	01 July 2018	01 January 2019	
	Cloudstack 4.11.1 -> LTS	12 February 2018	12 February 2019	01 August 2019	12 February 2020	
Future versions	CloudStack LTS summer 2018*	July 2018	July 2019	January 2020	July 2020	
	CloudStack LTS winter 2018*	January 2019	January 2020	July 2020	January 2021	

ShapeBlue support ends 2 years after "Supported from" date

ShapeBlue support will always be from at least the first update of an LTS branch (ie. 4.11.1)

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 provided for guidance only and are subject to change if the software release date is delayed

The following is provided for information purposes. Full Terms & Conditions can be found at 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