



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 4.3.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 |
| | Cloudstack 4.9.2 -> LTS | 01 January 2017 | 01 January 2018 | 01 July 2018 | 01 January 2019 |
| Current versions | Cloudstack 4.11.1 -> LTS | 01 July 2018 | 01 July 2019 | 01 January 2020 | 01 July 2020 |
| | CloudStack 4.13 LTS | 01 September 2019 | 01 September 2020 | 01 March 2021 | 01 September 2021 |
| Future versions | CloudStack LTS winter 2019* | January 2020 | January 2021 | July 2021 | January 2022 |
| | CloudStack LTS summer 2020* | July 2020 | July 2021 | January 2022 | July 2022 |

ShapeBlue support ends 2 years after "Supported from" date

ShapeBlue support will usually be from at least the first maintenance release 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 based on the Apache CloudStack community release date

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