ShapeBlue CloudStack Support Matrix

	Version	Supported from	Proactive maintenance		Reactive support
			End of proactive maintenance	End of security patching (CVE's only)	End of ShapeBlue support (includes reactive patching of issues)
Previous versions	**CloudStack 4.4**	23 July 2014	31 July 2015	31 January 2016	31 July 2016
	CloudStack 4.5	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 4.13.1 ->	01 September 2019	01 September 2020	01 March 2021	01 September 2021
	CloudStack 4.14	26 May 2020	01 June 2021	01 December 2021	01 June 2022
Future versions	**CloudStack LTS summer 2020***	August 2020	August 2021	February 2022	August 2022
	CloudStack LTS winter 2020/21*	February 2021	February 2022	August 2022	February 2023

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 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