



ShapeBlue CloudStack Support Matrix

| | | Maintenance | | ShapeBlue support | | |
|-------------------|---------------------------|------------------|--------------------------|------------------------------|---------------------------------------|---|
| | | Version | Supported from | End of proactive maintenance | End of security patching (CVE's only) | End of ShapeBlue Product Patching service |
| Previous versions | CloudStack 4.15 | 19 January 2021 | 01 February 2022 | 01 August 2022 | 01 February 2023 | |
| | CloudStack 4.16 | 15 November 2021 | 01 December 2022 | 01 June 2023 | 01 December 2023 | |
| | CloudStack 4.17 | 08 June 2022 | 01 July 2023 | 01 January 2024 | 01 July 2024 | |
| Current versions | CloudStack 4.18 | 20 March 2023 | 01 April 2024 | 01 October 2024 | 01 April 2025 | |
| | CloudStack 4.19 | 06 February 2024 | 01 March 2025 | 01 September 2025 | 01 March 2026 | |
| Future versions | CloudStack LTS Q3/4 2024* | Release date | Release date + 12 months | Release date + 18 months | Release date + 24 months | |
| | CloudStack LTS Q1/2 2025* | Release date | Release date + 12 months | Release date + 18 months | Release date + 24 months | |

We will provide 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 Maintenance and our Product Patching service as specified above. Any version of CloudStack 2 years past the 'supported from' date is deemed to be an Unmaintained Version

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

If a new customer has an Unmaintained Version we cannot provide our Product Patching service or Maintenance, but Reactive Support only