

# SITETRACKER

## Release Support Policy

**Last Updated:** July 1, 2022

### **Why Stay Current?**

Staying current by upgrading to new releases is crucial to your success as a customer. Staying current enables you to take full advantage of the innovations made available through our releases, to deploy new products, and to get the highest levels of security, availability, service, and performance.

### **Supported and Unsupported Release Families**

The current policy of Sitetracker is to support the most recent and the immediately prior two releases. The timing and frequency of releases is subject to change at the sole discretion of Sitetracker.

Sitracker provides Updates (e.g., patches and hotfixes) only for supported release families.

### **Required Upgrades**

You generally can schedule upgrades based on available upgrade windows. If you fall out of compliance with this Release Support Policy, Sitetracker will require an upgrade at the customer's expense using ETS or overage hours before technical support can address issues raised via the support case portal. Sitetracker will schedule an upgrade for your instance to the most current release to ensure access to the latest features as well as the latest security, performance, and availability benefits. Enhancement requests will not be accommodated in an unsupported release of Sitetracker.