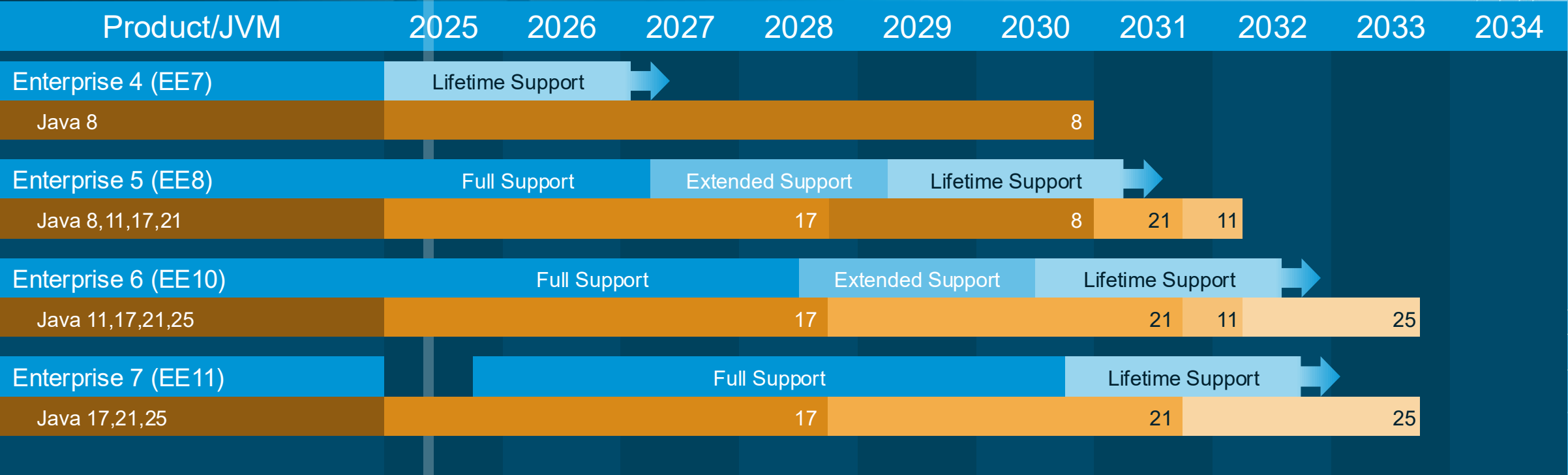


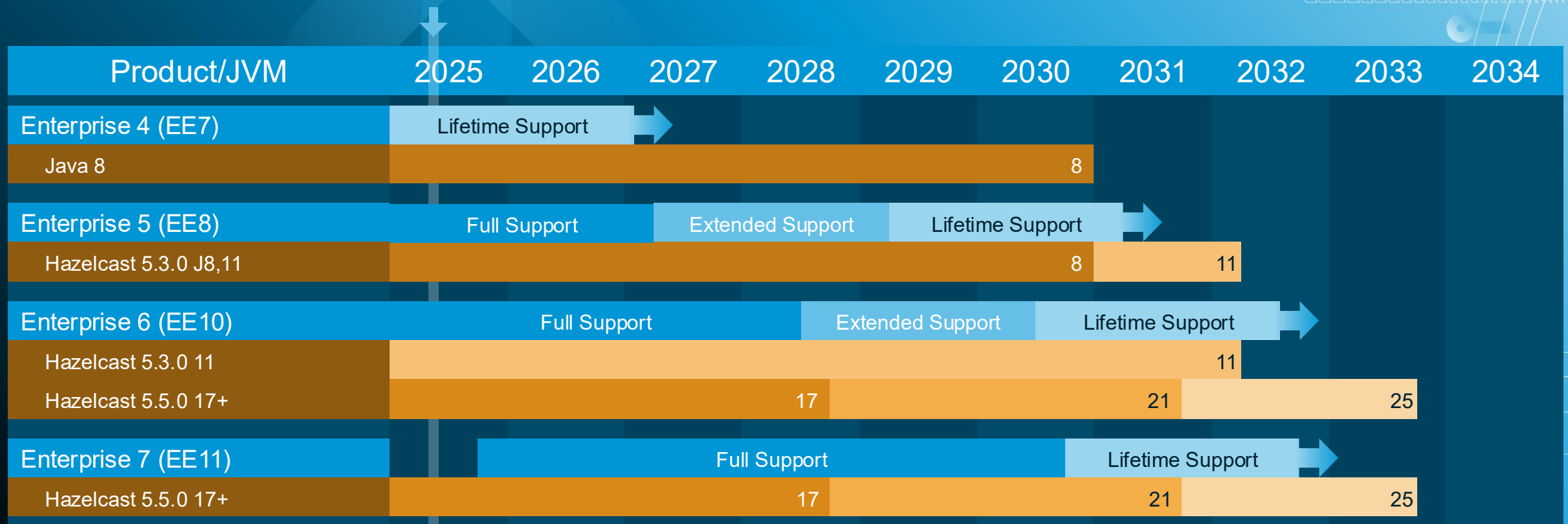


# Payara Platform Enterprise Lifecycle





# Payara Platform Enterprise Lifecycle - Hazelcast Support





# Full Support

## New Features

- New features that we create
- Customers can raise feature requests until end of full support

## Bug Fixes

- Backport all applicable bug fixes by default
- Accept bug fix requests from customers

## Security Fixes

- All security fixes / component upgrades
- Accept security fix requests from customers

## Component Upgrades

- All component upgrades, not just security ones
- On their own component upgrades are not grounds for a release - only "notable" ones warrant this





# Extended Support

## Releases/New Features

- Customers will receive monthly releases only when they request specific fixes (after reporting incidents through the official support channels) and cannot request backported fixes
- A version on extended support will not receive new features under any circumstances

## Bug Fixes

- Backport all applicable bug fixes by default
- Accept bug fix requests from customers

## Security Fixes

- All security fixes / component upgrades
- Accept security fix requests from customers

## Component Upgrades

- All component upgrades, not just security ones
- On their own component upgrades are not grounds for a release - only "notable" ones warrant this





# Lifetime Support

## New Features

- No new features by default, no backport of features

## Bug Fixes

- Bug fixes will be backported on demand to a shared release

## Security Fixes

- Security fixes will be backported to a shared release

## Component Upgrades

- No component upgrades by default

## Service End

- This will be reviewed on a yearly basis, and give customers 1 year notice if we discontinue the service
- I.e. those signed in 2024 have support until 2026

## Note – Shared Release

- All customers who obtain access to lifetime support of a particular Payara Enterprise Server version will have access to the same binaries

