

SUPPORT POLICY FOR WITHDRAWN RELEASES

Uniformance® History & Visualization

17 August 2017

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Honeywell Process Solutions

1250 W. Sam Houston Pkwy S

Houston, Texas 77042

USA

This document describes the support provided for Uniformance software through the various phases of its lifecycle.

A **Withdrawn Uniformance Release** is defined as an enhancement release that is no longer offered for sale because it has reached the end of its product development life-cycle and has been replaced by a newer release. Many withdrawn releases may be shipped by special approval, using the internal Request to Quote Withdrawn Release process.

Primary Support is provided under the Benefits Guardianship Program. This level of support is available from the time of initial software release and continues until the software is withdrawn from sale. Please note the following applies to the Standard Support:

- Full TAC support is available.
- All PARs are processed, and maintenance or point releases are issued as needed.
- Relevant security updates for third party software are qualified or certified.
- At least one anti-virus package and its updates are qualified or certified.

Secondary Support is provided under the Benefits Guardianship Program. This level of support is available from the date of withdrawal from sale, and extends at least one (1) year. Please note the following applies to the Standard Support:

- Full TAC support is available.
- All PARs are processed, and maintenance or point releases are issued as needed. Generation of Severity 2 or lower patches against a Secondary Support release are at the product manager's discretion.
- Relevant security updates for third party software are qualified or certified.
- At least one anti-virus package and its updates are qualified or certified.

Legacy Support is available for at least one (1) year following the end of Secondary Support (and also under the Benefits Guardianship Program). Please note the following applies to the Extended Support:

- Severity 1 PARs are processed, and maintenance or point releases are issued as needed.
- For PARs other than Severity 1, "commercially reasonable effort support" will be provided, typically including answering questions and offering advice, but problem fixes will require upgrading to a later release unless special arrangements are made.
- Fixes developed against later releases generally will not be ported back to these releases.
- Product documentation updates generally will not be provided.

Phased-Out Support is made available for at least one (1) year following the end of Legacy Support. Please note the following:

For all PARs, “commercially reasonable effort support” will be provided, typically including answering questions and offering advice, but problem fixes will require upgrading to a later release unless special arrangements are made.

Fixes developed for later releases will not be ported back to these releases.

Product documentation updates generally will not be provided.

Special Arrangements (Contract Support) can be negotiated for individual customers and may provide additional benefits not otherwise available, as mutually agreed. Special arrangement may provide problem fixes for Retired or Obsolete releases, security or anti-virus qualification or certification after the normal period, or other benefits. Special arrangement agreements are negotiated with Honeywell’s Application Technology Services groups and generally have an additional cost. Please note that Honeywell may not always be able to enter into a contract due to technology or resource considerations.

Notice of the applicable support phase for withdrawn Uniformance releases is issued by the Uniformance Product Manager and reviewed on an annual basis.

Through all phases of support, the Benefits Guardianship Program entitles customers running withdrawn Uniformance releases to the standard deliverables in the areas of entitlement to upgrades, web site access, and monthly reports.

Refer to the accompanying table “Uniformance Release Support Status” for more information.

Table 1 – Uniformance PHD Release Support Status

RELEASE	PRIMARY	SECONDARY	LEGACY	PHASED-OUT
210	NOV-2005	NOV-2009	NOV-2010	NOV-2011
	TO	TO	TO	TO
	NOV-2009	NOV-2010	NOV-2011	NOV-2012
215	30-SEP-2007	APRIL-2011	APRIL-2012	APRIL-2014
	TO	TO	TO	TO
	APRIL-2011	APRIL-2012	APRIL-2014	APRIL 2015
300	NOV-2009	AUGUST-2013	AUGUST-2014	AUGUST-2015
	TO	TO	TO	TO
	AUGUST-2013	AUGUST-2014	AUGUST-2015	DECEMBER 2016
310	MAY 2012	AUGUST 2014	AUGUST 2015	AUGUST 2016
	TO	TO	TO	TO
	AUGUST 2014	AUGUST 2015	AUGUST 2016	AUGUST 2017
320	AUGUST 2014	MARCH 2015	MARCH 2016	MARCH 2017
	TO	TO	TO	TO
	MARCH 2015	MARCH 2016	MARCH 2017	MARCH 2018
321	MARCH 2015	SEPTEMBER 2017	SEPT. 2018	SEPT. 2019
	TO	TO	TO	TO
	SEPTEMBER 2017	SEPTEMBER 2018	SEPT. 2019	SEPT. 2020
340	SEPTEMBER 2017			

Table 2 – Uniformance Process Studio Release Support Status

RELEASE	PRIMARY	SECONDARY	LEGACY	PHASED-OUT
300	AUGUST 2010 TO AUGUST-2013	AUGUST 2013 TO AUGUST-2014	AUGUST-2014 TO AUGUST-2015	AUGUST-2015 TO AUGUST-2016
310	MAY 2012 TO AUGUST 2014	AUGUST 2014 TO AUGUST 2015	AUGUST 2015 TO AUGUST 2016	AUGUST 2016 TO AUGUST 2017
320	AUGUST 2014 TO DECEMBER 2015	DECEMBER 2015 TO DECEMBER 2016	DECEMBER 2016 TO DECEMBER 2017	DECEMBER 2017 TO DECEMBER 2018
321	DECEMBER 2015 TO SEPTEMBER 2016	SEPTEMBER 2016 TO SEPTEMBER 2017	SEPTEMBER 2017 TO SEPTEMBER 2018	SEPTEMBER 2018 TO SEPTEMBER 2019
322	SEPTEMBER 2016			

Table 3 – Uniformance Insight Release Support Status

RELEASE	PRIMARY	SECONDARY	LEGACY	PHASED-OUT
100	DECEMBER 2015			
CONTROLLED RELEASE ¹	TO JULY 2016	---	---	---
101	JULY 2016 TO MARCH 2017	MARCH 2017 TO MARCH 2018	MARCH 2018 TO MARCH 2019	MARCH 2019 TO MARCH 2020
102	MARCH 2017 TO AUGUST 2017	AUGUST 2017 TO AUGUST 2018	AUGUST 2018 TO AUGUST 2019	AUGUST 2019 TO AUGUST 2020
110	AUGUST 2017			

¹As a controlled release, users of Uniformance Insight R100 are expected to upgrade to the general release, (R101,) to receive further technical support.

For More Information

Learn more about how Honeywell's support policies, visit honeywellprocess.com/support or contact your Honeywell Account Manager, Distributor or System Integrator.

Honeywell Process Solutions

1250 West Sam Houston Parkway South
Houston, TX 77042

Honeywell House, Skimped Hill Lane
Bracknell, Berkshire, England RG12 1EB UK

Building #1, 555 Huanke Road,
Zhangjiang Hi-Tech Industrial Park,
Pudong New Area, Shanghai 201203

www.honeywellprocess.com

Uniformance Support Policy
August 2017
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