Support Policy – Maze and related products

Support for the following products ended/will end on the dates indicated.

Version	Date support has ceased or will cease
Maze V9.5	31 March 2016
Maze V9.6	(current version)
Any version of Maze running on SQL Server 2005 or earlier	12 April 2016

What does **supported** mean?

- Updates will only be issued for the **latest** version of Maze, except in the case where there is a contractual obligation to provide them for a previous version.

- Updates for **supported** versions predating the current release are issued as required to address **compliance** requirements only.

- Point upgrades (e.g. Maze 9.5 and Maze 9.6) will generally be released as updates that can be easily applied. Point upgrades may include new features as well as bug fixes, including any updates released since the previous point release.

What does it mean if support has ceased?

- No further updates will be issued for that version of Maze.

When **support has ceased** for a particular version of Maze the following services are still available:

- Helpdesk will provide assistance as long as a current Annual Maintenance & Helpdesk contract is in place

  o Helpdesk will provide assistance for unsupported versions on a 'best effort' basis.
  o It may be difficult to provide assistance for particularly old versions of Maze as the skills within Civica Education may no longer be available.

- The Projects team is available to provide consulting services

  o The older the version of Maze, the harder it will be to find skilled resources.
  o Consulting work on older versions of Maze may take longer to complete and therefore cost more.
  o You can request that an update is provided for an unsupported version of Maze, but this work, providing it is possible, would be undertaken as a project at your expense.

What do I do if I have an **unsupported version**?

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- You should start planning to upgrade to a supported version as soon as possible.
- For assistance and advice please contact the Civica Education Helpdesk EducationSupport@civica.com.au

Support cycles

It is intended for future Maze releases that support for a major release will be provided for at least 12 months after the release of the next major version.   For example, support for Maze 9 will be provided for at least 12 months after the release of Maze 10.

Support for a minor release will cease 3 months after the release of the next minor release. For example, Maze 9.5 support ceased 3 months after the release of Maze 9.6.