



incognito[®]
s o f t w a r e



Operating System Support Lifecycles

www.incognito.com

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Help and Support

User assistance is provided in the product interface. Registered users can contact Incognito for assistance with installing, updating, and operating this product.

For support options, please see the support page at <http://www.incognito.com/support/>.

Knowledge Base

You may find answers to your questions more quickly in the Knowledge Base. Visit the support page for details.

Training

Interactive, “hands-on” training is available to help you to maximize productivity. Learn the basics, such as installation, configuration, and administration as well as useful tips on protocols and troubleshooting. Training can be customized for all user levels. Visit the support page for details.

Contact Us

Technical support representatives are available from 7:30 a.m. to 5:00 p.m. (Pacific), Monday to Friday, and outside office hours if emergency support is required.

- Email: support@incognito.com
- Phone: +1-604-688-4332

Please provide the following information in your support request:

- Product serial number (registration number)
- Your name, company name, and phone number
- Product name and version number
- Type of operating system and release/service pack
- Detailed description of the problem, including the steps to reproduce it
- Any error messages displayed
- Steps you have already taken to resolve the problem
- Any service logs taken at the time the problem occurred

***Note:** Support services are subject to the terms specified in your support contract. Contact Incognito or your reseller for details.*

Operating System Support Policy

Incognito products are available for multiple operating system platforms. This policy details when Incognito will no longer produce new versions (features, represented by an increase in the first or second part of the version number) or produce new patches (bug fixes or minor features, represented by an increase in the third part of the version number) of software for older operating system platforms. These dates were selected to correspond to the vendors' end dates, as detailed under each operating system.

Supported operating systems:

- Oracle Solaris®
- Red Hat® Linux
- CentOS® Linux
- Debian® GNU/Linux

No longer supported operating systems:

- Microsoft Windows® (End of OS support: Apr 30, 2015)

Note: Not all products are supported on all platforms. Refer to the product installation guides for information about supported operating systems for that product.

Incognito has added a new period of time called the Extended Support date, which extends the Patch Release End Date in 1-year increments:

- 1st additional year: +10% of the current year's License & Support
- 2nd additional year: +20% of the current year's License & Support
- 3rd additional year: +20% of the current year's License & Support

Supported Operating Systems

Oracle Solaris

Solaris has a two phase lifecycle: Premier Support Ends and Extended Support Ends.

Incognito will stop supporting new versions at the Last Ship Date (when Solaris had a Last Ship Date), and new patches at the Premier Support Ends Date. Should Oracle stop making Solaris 10 available before the Extended Support Ends date, the Solaris 10 Feature Release End Date will be adjusted. In any case, it will be no later than the Patch Release End Date.

OS	Feature Release End Date	Patch Release End Date	Extended Support End Date
Solaris 9	2009-10-30	2011-10-30	Not Available
Solaris 10	Currently Shipping	2017-12-31	2020-12-31

Red Hat Linux and CentOS Linux

Red Hat has a four phase life cycle.

Incognito will stop supporting new versions at the end of Phase 1, and new patches at the end of Phase 2. CentOS follows the corresponding Red Hat version. Some of these dates are not fixed as Red Hat has not yet fixed these dates.

OS	Feature Release End Date	Patch Release End Date	Extended Support End Date
Red Hat 5.x	2015-11-01	2017-01-01	Not available
Red Hat 6.x	Q2 2016	Q2 2017	2020-11-30
Red Hat 7.x	Q4 2019	Q4 2020	Q4 2023

Debian GNU/Linux

Debian GNU/Linux has a two phase lifecycle: End of Security Updates/End of Life and Moved to Archive. They are currently experimenting with a third phase, which is Long Term Support.

Incognito will stop supporting new versions at the End of Security date, and new patches at the Moved to Archive date. In Debian 6, they have added the concept of LTS. Since LTS is not being held to the same standards as the security team in Debian, and it has not been committed for future versions of Debian, the LTS date is not being considered. Debian 6 has announced the End of Security date, but has not determined when it will be moved to Archive. The listed Patch Release date is the end of LTS.

OS	Feature Release End Date	Patch Release End Date	Extended Support End Date
Debian 4 (Etch)	2010-02-15	2010-06-20	Not available
Debian 6 (Squeeze)	2015-11-01	2016-02-06	2019-06-02
Debian 7 (Wheezy)	Est. 2016-04-30	Est. 2020-04-30	Est 2023-04-30
Debian 8 (Jessie)	Est. 2018-04-30	Est 2022-04-30	Est 2025-04-30

No Longer Supported Operating Systems

Microsoft Windows

Incognito has decided that support for Microsoft Windows will end on April 30, 2015.