



DIVA Software Support Lifecycle Policy

Version: 1.6

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1. Policy Overview

The DIVA Software Support Lifecycle Policy details Telestream's DIVA software product support guidelines and the length of time support will be available for the DIVA software products. Telestream will not provide support for legacy versions of DIVA software not listed in the table below.

2. Current DIVA Version Support Lifecycle Matrix

DIVA Software	Version	Current Support Status	Last Support Rotation Date	Next Support Rotation Date	Next Support Status Change
DIVA Core	7.4 and below	End Of Life	January 2022	-	-
DIVA Core	7.5	End Of Life	July 2023	-	-
DIVA Core	7.6	End Of Life	January 2025		
DIVA Core	7.7-8.3.1	Sunset Support	January 2025	January 2026	End Of Life
DIVA Core	8.3.2	Full Support	-	January 2026	Sunset Support
DIVA Core	9.3	Full Support	-	January 2026	Sunset Support
DIVA Core	9.4	Full Support	-	July 2026	Sunset Support

DIVA Software	Version	Current Support Status	Last Support Rotation Date	Next Support Rotation Date	Next Support Status Change
DIVA AVID Connector	Legacy AMC/ Archive Provider Transfers	End Of Life	January 2022	-	-
DIVA AVID Connector	Transfer Manager DHM (TMC)	End of Life	January 2022	-	-
DIVA AVID Connector	AMC with Direct Connect	Full Support	-	TBD	Sunset Support

DIVA Software	Version	Current Support Status	Last Support Rotation Date	Next Support Rotation Date	Next Support Status Change
DIVA Connect	1.0 / Access Gateway	End Of Life	-	-	-
DIVA Connect	2.1, 2.2	End Of Life	January 2022	-	-
DIVA Connect	2.3-3.1	Sunset Support	January 2023	January 2026	End Of Life
DIVA Connect	3.2	Full Support	-	January 2026	Sunset Support
DIVA Connect	4.1	Full Support	-	January 2027	Sunset Support

DIVA Software	Version	Current Support Status	Last Support Rotation Date	Next Support Rotation Date	Next Support Status Change
DIVA View	5.4.1 and below	End Of Life	January 2022	-	-
DIVA View	6.0 – 6.1	Full Support	-	January 2026	Sunset Support

3. Current DIVA API Support Lifecycle Matrix

DIVA APIs	API Version	Current Support Status	Supported DIVA Version	Next Support Rotation Date	Next Support Status Change
DIVA WS (DWS)	2.1	Sunset Support	All	TBD	End of Life
DIVA Enterprise Connect (EC)	2.2	Sunset Support	All	TBD	End of Life
DIVA API	C++, Java	Full Support	All	TBD	Sunset Support
DIVA REST API	-	Full Support	8.0 +	TBD	Sunset Support

4. DIVA Software Release Definitions

Type	Definition	Scope & Testing
End of Life	This version of software is unsupported and requires to be upgraded before it can be supported.	<ul style="list-style-type: none"> Best effort only. Supported only after Professional Services has applied an upgrade to a supported version
Sunset Support	Sunset support is sustained support on older versions of DIVA software. Support will still attempt to address any issues that do not directly require an upgrade to address.	<ul style="list-style-type: none"> Support will attempt to find and resolve issues on software of this version. Support can apply any currently available patches to this version, however new patches will not be created. If an upgrade is required to fix the issue, it requires a Professional Services engagement Sunset Support status lasts for a year before moving to unsupported
Full Support	Support will assist with any DIVA software related issues. If a fix requires a patch or an upgrade, it will be provided by support as a part of your support contract.	<ul style="list-style-type: none"> Support will supply any DIVA software related bug fixes in the form of existent or newly created patches and upgrades. Support will enter enhancement/feature requests on your behalf for the latest fully supported versions.
Support Rotation Date	This is the date the support status will change. Full Support > Sunset Support > Unsupported	

Three types of software release types are mentioned above:

Type	Definition	Scope & Testing
Major Version	A Major Version will consist of new features and enhancements to existing features.	<ul style="list-style-type: none"> Full Testing, including automatic and manual regression testing of the software. On Major Version releases, customer and partner beta testing will be conducted.
Minor Release	A Minor Version release will be a roll-up of patches since previous Minor Version release and minor enhancements to existing features.	<ul style="list-style-type: none"> Full Testing including automatic and manual regression testing of the software.
Patch	A Patch release resolves a specific customer issue only	<ul style="list-style-type: none"> Testing of resolution for the specific customer issue.

5. DIVA Software Product Legacy Naming Reference Guide

Telestream DIVA Support Product Name	Previous Product Names
DIVA Core	DIVA Archive
DIVA Connect	DIVA Net/Access Gateway
DIVA View	DIVA Director

PLEASE NOTE: MICROSOFT WILL STOP SUPPORT FOR WINDOWS SERVER 2012 IN OCTOBER 2023. DUE TO THIS, ANY VERSION OF DIVA SOFTWARE WILL NOT BE TESTED OR PATCHED AGAINST WINDOWS SERVER 2012 ISSUES. CUSTOMERS MAY BE REQUIRED TO UPGRADE THEIR OPERATING SYSTEM PRIOR TO DEVELOPMENT INVESTIGATING ANY SUSPECTED DEFECTS WITH DIVA PRODUCTS ON WINDOWS SERVER 2012 OR LOWER OS VERSIONS.

Dates of supported versions subject to change.