



Software Support Lifecycle Policy

Version 1.7

Revision 1

Updated for DIVA 9.7

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Resource	Contact Information
DIVA Technical Support Information Assistance FAQ Forums Upgrades	<p>Web site: telestream.net/telestream-support/DIVA/support.htm</p> <p>Web site: telestream.net/telestream-support/DIVA/support.htm</p> <p>Support Email: support@telestream.net</p> <p>US Phone: 877-257-6245</p> <p>International Phone: +1 530-470-2036</p> <p>Support hours: Monday - Friday, 7am - 6pm Pacific time.</p> <p>P1 Support: 24 x 7.</p> <p>Terms and times of support services vary, per the terms of your service contract with Telestream.</p> <p>Depending on problem severity, Telestream responds within 24 business hours. For P1 issues, Telestream responds within one hour.</p>
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DIVA Library

For more information about DIVA, browse the DIVA library at telestream.net/telestream-support/DIVA/support.htm.

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Policy Overview

The DIVA Product Support Lifecycle Policy details Telestream DIVA product support guidelines, including the product-support termination for each version of DIVA software.

Note: Microsoft stopped support for Windows Server 2012 in October 2023. DIVA software isn't tested or patched against Windows Server 2012 issues. Customers may need to upgrade their operating systems prior to development, investigating any suspected defects with DIVA products on Windows Server 2012 or lower OS versions.

Telestream doesn't provide support for legacy versions of DIVA that aren't listed in the tables below.

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	End of Life	January 2026	-	-
DIVA Core	8.3.2	Full Support	January 2026	January 2027	End of Life
DIVA Core	9.3	End Of Life	January 2026	-	-
DIVA Core	9.4	End Of Life	January 2026	-	-
DIVA Core	9.5	End Of Life	January 2026	-	-
DIVA Core	9.6	Full Support	January 2026	TBD	End of Life
DIVA Core	9.7	Full Support	January 2026	TBD	End of Life

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	End of Life

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	End Of Life	January 2026	-	-
DIVA Connect	3.2	End Of Life	January 2026	-	-
DIVA Connect	4.0	Full Support	January 2026	TBD	End of Life

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	TBD	End of Life

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	End Of Life	All	-	-
DIVA Enterprise Connect (EC)	2.2	End Of Life	All	-	-
DIVA API	C++, Java	Full Support These two legacy APIs are supported without new development. Best practice: use DIVA REST API.	All	TBD	End of Life
DIVA REST API	-	Full Support	8.0 +	TBD	End of Life

DIVA Software Release Definitions

Type	Definition	Scope and Testing
End of Life	This version of DIVA is not supported. Must be upgraded to supported version to engage Telestream Support.	Best effort only. Supported by Telestream Support only after Professional Services has upgraded to a supported version.
Full Support	Telestream Support assists with any DIVA software-related issues. If a fix requires a patch or an upgrade, it is provided by Telestream Support as a part of your Support contract.	Telestream Support supplies any DIVA software-related bug fixes in the form of existent or newly-created patches and upgrades. Support enters enhancements or feature requests on your behalf for the latest fully supported versions.

Three types of software release types are mentioned above:

Type	Definition	Scope and Testing
Major Version	A Major Version is comprised of new features and enhancements to existing features.	Full testing, including automatic and manual regression testing of the software. On major version releases, customer and partner beta testing are conducted.
Minor Version	A Minor Version release is a roll-up of patches since previous Minor Version releases and minor enhancements to existing features.	Full testing, including automatic and manual regression testing of the software.
Patch	A Patch release resolves a specific customer issue only.	Testing of resolution for the specific customer issue.

DIVA Software Product Legacy Naming Reference Guide

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