

Product Support Policy for SaaS Users

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Disclaimer

The Densify Product Support Policy is provided for information purposes only to help customers understand how Densify prioritizes and delivers releases throughout the lifecycle of a Densify product and products with which Densify integrates.

The Densify Product Support Policy outlines policies relating to customer support of Densify and supported integration with third-party platforms. Densify reserves the right to modify or change all or portions of this policy at any time without notice.

The Densify Product Support Policy does not constitute a contract, does not modify the terms of any existing customer contract, and does not provide any warranties or guarantee of performance against any outlined timelines.

Densify Support Policies

This document outlines Densify's product support lifecycle policies for SaaS-based users. These policies are guidelines that Densify uses to guide efforts for support of currently released Densify products as well as the products that integrate with Densify's products.


Support for Released Densify Products

Densify provides comprehensive support for all customers on active support contracts. This policy defines the level of support offered for the version of Densify in the current SaaS deployment.

Densify Product Version Numbers

Densify product version numbers are split into 4 components:

- Major version;
- Minor version;
- Maintenance version;
- Build number.

You can find the version of the Densify product you are using by clicking the  button in the Analysis Console. i.e. Densify 12.1.8 100,

On new releases of major or minor versions, the maintenance version will be omitted and you can assume this value is 0. Unless indicated otherwise, the build number will be 100 and will also be omitted from general communications.

Release Categories

Densify delivers 2 types of releases:

- Feature Releases—These often contain significant changes to existing features and the addition of new features to the Densify product.
- Maintenance Releases—These contain fixes or feature updates that have been identified by customers and partners during deployment. Changes in a maintenance release are generally smaller in scope.

Identifying the Release Category

You can identify the release category by looking at the major, minor, maintenance, or build number. These numbers are incremented to define the release category:

- Feature release—Major or minor version number is incremented; i.e. Densify 11.0.0-100 goes to Densify 12.0.0 100.
- Maintenance release—Maintenance or build version number is incremented. i.e. 12.1.7-100 goes to 12.1.8-100.

Product Support

Product support is composed of:

- **Customer Support Line**—The customer can contact Densify customer support for help with resolution of issues
- **Densify Engineering**—Densify support, on behalf of the customer, can escalate critical or high priority issues to Densify engineering for further assistance in finding and resolving the issue through configuration changes and workarounds.
- **Patch Escalation**—After investigation by Densify engineering, if a critical or high priority issue is identified as a product defect and no viable workaround is available then Densify support, on behalf of the customer, can request that a fix be made available as part of the next release. In special circumstances, customer patches may be created outside of the Maintenance release schedule.

Client Browsers

Table—Densify Certified Browsers

Densify Console Control Console, (cross-browser compatible)	The following browsers have been certified: <ul style="list-style-type: none"> • Google Chrome™ 81.0.4044.138 or later; • Microsoft Edge™ Chromium version; • Safari 14.0.1 running on macOS Big Sur (version 11.0.1).
Analysis Console, Control Console, Activity Manager	The following browser has been certified: <ul style="list-style-type: none"> • Internet Explorer 11.0.170 or later

End of Support Notice

Densify intends to discontinue support for the following after the “Expected End of Support” date listed.

Table—Browser End of Support

Browser	Densify Components Affected	Expected End of Support
Microsoft Edge™ Legacy	Densify Console, Control Console	March 9 2021
Microsoft Internet Explorer®	Densify Console, Cloud Cost Intelligence Console	August 17 2021

Policy to Update Support for Browser Versions

The following policy outlines how Densify schedules and delivers support for new releases of browsers.

Scheduling

Support for new, major release of a browser will be provided at Densify’s discretion, based on market needs.

Delivery

Support will be delivered in a current or future Release Category.

Data Collection

The platforms that are certified and supported for data collection are tiered with higher-tier systems having higher priority and more certified capabilities as compared to the lower tiers. The following table describes each tier for Densify data collection.

Table–Certified Data Collection Platforms

Tier		Virtualization System and Hypervisors/ Workload or Standalone Server
1	<ul style="list-style-type: none"> VMware vCenter Server 6.5, 6.7, 7.0 using the Densify Connector VMware vRealize Operations Manager (vROps) 7.0, 7.5, 8.0.1, 8.1, 8.2. (Standard, Enterprise) 	
3	<ul style="list-style-type: none"> IBM HMC V9 via PCM API 	
Tier		Public Cloud
1	<ul style="list-style-type: none"> Amazon Web Services Microsoft Azure Google Cloud Platform 	
Tier		Containers
1	Kubernetes Containers	

Table—Supported Data Collection Platforms

Tier	Virtualization System and Hypervisors/ Workload or Standalone Server
1	Older versions of Tier 1 products (as listed above) previously supported by Densify and still supported by vendor.
2	Older versions of Tier 2 products (as listed above) previously supported by Densify and still supported by vendor;
3	IBM HMC V8 via PCM API

Densify Connector

Table—Certified Version of the Densify Connector

Densify Connector	2.2.4
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Current Data Collection Support

See the *Densify Data Collection Manifesto* for details on the individual data collection capabilities and level of support for each platform.

Policy to Update Support for Data Collection Platforms

The following policy outlines how Densify schedules and delivers support for a new release of systems that are supported for data collection.

Note: *Support for a new release is at the discretion of Densify and may be based on market and/or customer demand and affect delivery commitments as stated below.*

Scheduling

- Support for a new Tier 1 release within 120 days of General Availability of that release.
- Support for a new Tier 2 release within 180 days of General Availability of that release.
- Support for a new Tier 3 release will be at the discretion of Densify and based on market and customer demand.

Delivery

Support will be delivered in a future Release Category.

End of Support Notice

There are currently no “End of Support” notifications for currently supported data collection platforms.

Densify

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