Oracle® Configuration Manager

Support Policy

Release 10.3.8

E38355-02

March 2013

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Lifetime Support of an Oracle Configuration Manager (OCM) release means that Oracle will investigate issues related to the OCM collector. Once a release is no longer supported, you must upgrade to a newer release to continue receiving support.

> **Note:** If you have a current support contract in place, then you are entitled to *Premier Support*, *Extended Support*, or *Sustaining Support* based on where your product version is in the Lifetime Support cycle.

Policy

Every minor or patch release within a *major release** of OCM will be supported for up to 12 months after the release of the next *major release** of OCM. In the event the current *major release** is the terminal release for this product line, it will be supported for 3 years from its initial release date.

> **Note:** Starting with OCM release 10.3, the concept of *mandatory updates*, as defined for releases prior to OCM release 10.3, is now obsolete.

Example

All release numbers and dates are fictional.

OCM Release	Release Date	De-Support Date
16.1.0.3	March 2019	April 2021 (12 months after 17.1)
16.1.0.4	November 2019	April 2021 (12 months after 17.1)
17.1.0.1	April 2020	June 2022 (12 months after 17.2)
17.2.0.1	June 2021	Unknown until 17.3 is released

* Numbering Scheme for OCM Releases

16 to 17	Product Family (marketing version) release
16.3 to 16.4	Major release
16.3.1 to 16.3.2	Minor release (part of 16.3 major release)
16.3.1.1 to 16 3.1.2	Patch set release (part of 16.3 major release)

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