

Product Lifecycle and Support Guidelines

EMERSON CONTROLS & SOFTWARE



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Warnings and Caution Notes as Used in this Publication

WARNING

Warning notices are used in this publication to emphasize that hazardous voltages, currents, temperatures, or other conditions that could cause personal injury exist in this equipment or may be associated with its use.

In situations where inattention could cause either personal injury or damage to equipment, a Warning notice is used.

CAUTION

Caution notices are used where equipment might be damaged if care is not taken.

Note: Notes merely call attention to information that is especially significant to understanding and operating the equipment.

These instructions do not purport to cover all details or variations in equipment, nor to provide for every possible contingency to be met during installation, operation, and maintenance. The information is supplied for informational purposes only, and Emerson makes no warranty as to the accuracy of the information included herein. Changes, modifications, and/or improvements to equipment and specifications are made periodically and these changes may or may not be reflected herein. It is understood that Emerson may make changes, modifications, or improvements to the equipment referenced herein or to the document itself at any time. This document is intended for trained personnel familiar with the Emerson products referenced herein.

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Section 1: Introduction

1.1 Document Layout

Since the introduction of our PLC products more than forty years ago, Emerson has been an acknowledged leader in providing long-term product support and cost-effective migration paths to technological advancements.

Today, Emerson's development philosophy continues to emphasize technical compatibility and the preservation of our customer's technology investments. Our key focus has been to provide a migration path for moving data and hardware platforms forward.

We're proud of the fact that much of our original Emerson Hardware and Software is still in operation around the world today, and challenge any of our competitors to match our record of forward migration and long-term product support.

Like other technology suppliers, however, the advent of open systems technology and the general acceleration of technology change over the past decade have impacted our ability to provide a continuous level of support for all systems.

While Emerson cannot control all aspects of product support to the extent that we would like, we can and will work to inform users as early as possible of any products or components that are being discontinued by our suppliers. Emerson will also inform users of the impact that these component sourcing issues may have on existing systems.

The Emerson Product Support Guideline is both realistic and responsive to users' requests that we provide information on product obsolescence, support options, and migration alternatives.

1.2 General Information

- Emerson will provide Products and Services that allow its customers to maximize the life and the return of their Automation Investment.
- This guideline pertains to standard products designed by Emerson.
- For sourced products (both rebranded and not rebranded), including third-party embedded software, Emerson endeavors to have our suppliers commit to the long-term availability of products. Emerson will continue to support and supply products as long as they are available to Emerson under our supplier agreements.
- For non-branded products that we resell, the lifecycle policy published by their original vendor will supersede this policy

Section 2: Hardware Products

2.1 Hardware Policy Definitions

Emerson will strive to provide a minimum of nine years of product hardware support for Controls and a minimum of four years for embedded and Industrial PC products. The following table defines each state.

State	Definition	Level of Support
Active	The most current product offering, with published pricing, normal lead times, and complete support. These products are recommended for all new systems and major expansions.	Engineering support: Hardware and Firmware updates are provided based on product and customer needs. Technical support: Full support Firmware Available for download: Yes Available for order: Yes
Mature	Products that have been functionally replaced by the most current product or have defined migration path, but remain available with published pricing, normal lead times, and complete support. These products are intended for the expansion of existing installations where the need for product consistency outweighs the features, performance, and longer-term potential of the current product, or where the current product cannot be sold yet due to certifications or other requirements or spares. The transition to Active status marks the start of the standard product support commitment.	Engineering support: Hardware and Firmware updates are provided based on product and customer needs. Technical support: Full support Firmware Available for download: Yes Available for order: Yes
Discontinued	Product support is available but oriented to maintenance (i.e., Technical Support, replacement parts, repairs, and field services) rather than system expansion. System Lifecycle Planning is encouraged to address long-term support and expansion.	Engineering support: No updates are provided Technical support: Full support Firmware Available for download: Yes Available for order: No
Retired	These products are not available for purchase. Product support is limited and on a paid-for annual agreement basis, potentially slower and more costly, and subject to material and labor availability. The transition to Retired Status marks the completion of the standard product support commitment.	Engineering support: No updates are provided Technical support: Limited support Firmware Available for download: If Possible Available for order: No

2.2 Hardware Repair

- Repair services will be offered for as long as equipment and materials are available to Emerson.
- At times, Emerson may offer functional replacement products or refurbished parts in support of this guideline. This would occur only when outside sourcing factors beyond Emerson's control prevent the manufacture of new Emerson products of the original design. Non-Emerson-designed products supplied by Emerson may have a shorter support life. Personal Computers, for example, are generally limited to three years of product support by the original equipment manufacturer. Emerson will endeavor to qualify sources for non-Emerson-designed products based on suppliers' commitment to long-term support and product migration.

Section 3: Software Products – PACSystems and Movicon

3.1 Terminology

Term	Definition
Release	A release is a distribution of a software product on a specific date. PACSystems and Movicon software have three types of releases: major, minor, and patch. A major release contains new functionality and bug fixes. A minor release contains minor enhancements and bug fixes. A patch release contains only bug fixes. Versioning is used to designate the type of release and its relationship to other releases for a given product.
Version	A version is a set of unique numbers that identify a specific release of a software product. The numbers are assigned in increasing order and correspond to developments and/or bug fixes in the software product. PACSystems and Movicon software use three non-negative integers separated by a dot to indicate the version. The leftmost integer indicates the major version, the middle integer indicates the minor version, and the rightmost integer indicates the patch version as illustrated below. In some products, the build number is used as the patch version. 10 . 1 . 28 Major . Minor . Patch
State	Each version of a software product has a state. The possible states are Current, Active, Supported, and Retired. The state indicates the level of engineering and technical support provided for that version.
Engineering Support	Engineering actively maintains a codebase and based on circumstances may provide minor and/or patch releases to the most recently released versions of a product.
Technical Support	Access to Customer Center web portal to retrieve software patches and search knowledgebase for information; and with an active support contract access to experts by phone and email for product assistance and to resolve issues.

3.2 Versioning throughout the Lifecycle of a Software Product

Once a software product is released it will be identified with a unique version. The contents of a version will not change. Any future changes to the product will be released as a new version.

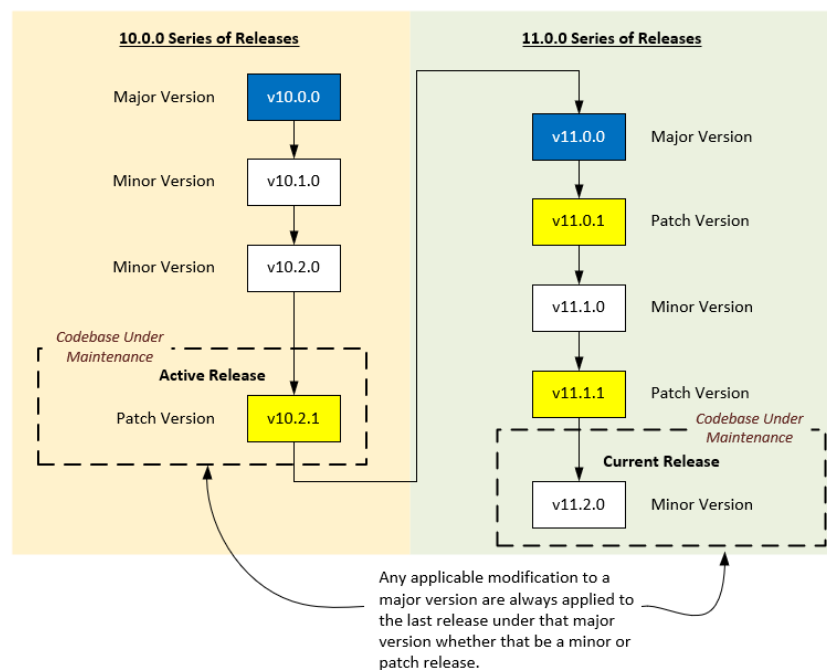
The major version is incremented when a product takes a substantial step forward in functionality, look and feel, or technology. Both the minor and patch versions will be reset to zero once a major version is incremented. All applicable enhancements and bug fixes from the prior version are carried forward to new major releases.

The minor version will be incremented when minor enhancements and bug fixes are introduced to a major version. The patch number is reset to 0 and increments as subsequent builds of the minor version are created. When a build includes bug fixes needed by users, then a patch release is created, and the patch version is given as the build number. All applicable patches from the prior version are carried forward to the new minor release version.

A patch version is identified by the build number of the minor release to which it is applied. A bug fix is defined as a change that fixes deviations from the documented behavior. All applicable patches are carried forward to the new patch version.

Figure 1 illustrates an example of the defined release and versioning conventions.

Figure 1: Example of Release Series



3.3 Software Policy Definitions for PACSystems and Movicon Software

The state assigned to a version of PACSystems or Movicon Software indicates the level of support that will be provided by Emerson. The following table defines each state and its level of support.

State	Definition	Level of Support
Current	The most recent release. This release is recommended for all new systems and major expansions. This is the version shipping by default for new orders. Once a minor release is issued for the current release, no further patches will be made to any previous minor release for the current release.	Engineering support: Minor and patch releases are provided based on product and customer needs. Technical support: Full support Available for download: Yes Available for order: Yes
Active	The release replaced by the current release. Once a release becomes active it does not evolve beyond bug fixes. The active release is intended for the expansion of existing systems where the need for consistency at the site outweighs the features, performance, and longer-term potential of the <i>Current</i> release. Likewise, the timing just may not be right for the site to fully upgrade to the <i>Current</i> release. A major/minor release remains <i>Active</i> for 24 months from the date that a new <i>Current</i> release replaces it regardless of the number of patches applied to the version.	Engineering support: Patch releases are provided based on product and customer needs. Technical support: Full support Available for download: Yes Available for order: Yes
Supported	Once the 24-month period for an <i>Active</i> release expires it transitions to the state <i>Supported</i> . A release remains supported for 12 months after this transition. Supported versions is not available to order. System lifecycle planning is encouraged at this time meaning customers should plan a time to upgrade to the <i>Current</i> or <i>Active</i> version.	Engineering support: No patches are provided. Technical support: Full support Available for download: Yes Available for order: No
Retired	Once the supported period expires a version is retired. Retired versions are not available for download. Users with an active Support Contract will receive technical support. However, all inquiries will be evaluated using the current version. For users that require full support on a retired version, contact Emerson to evaluate an optional custom/specialized support agreement.	Engineering support: No patches are provided Technical support: Limited Support Available for download: No Available for order: No

3.4 Software Policy Definitions for PACEdge

The state assigned to a version of PACEdge software indicates the level of support that will be provided by Emerson. The following table defines each state and its level of support.

State	Definition	Level of Support
Current	The most recent release. This release is recommended for all new systems and major expansions. Once a minor release is issued for the current release, no further patches will be made to any previous minor release for the current release. The current release itself will move to "Supported" state.	Engineering support: Minor and patch releases are provided based on product and customer needs. Technical support: Full support Available for download: Yes Available for order: Yes
Supported	Once a patch is released on a "Current" release it transitions to the state "Supported". The release remains supported till it is required for the installation of the current release. Supported versions is not available to order. System lifecycle planning is encouraged at this time meaning customers should plan a time to upgrade to the Current version.	Engineering support: No patches are provided. Technical support: Full support Available for download: Yes Available to order: No
Retired	Once the supported version is not needed to transition to or install the Current release, it is retired. Retired versions are not available for download. Users with an active Support Contract will receive technical support. However, all inquiries will be evaluated using the current version. For users that require full support on a retired version, contact Emerson to evaluate an optional custom/specialized support agreement	Engineering support: No patches are provided Technical support: Limited Support Available for download: No Available for order: No

Section 4: Status Publications

Emerson will supply customers with detailed information to facilitate effective System Life Planning, including forecasts of expected lifecycle status changes and the committed period of minimum support.

For products where Support is available, lifecycle status information is provided by software version, Emerson model number, or Emerson serial number to help plan system availability management and sustainability requirements. Individual feature licenses are not subject to this guideline.

The current state of hardware and software releases will be posted in a spreadsheet on the Emerson Customer Center website at <https://emerson-css.my.site.com/communities/ArticleDetails?urlName=Product-Lifecycle-and-Support-Status> and will be referred to as the *Lifecycle Status Report*.

Two Lifecycle Spreadsheets will be provided:

- *Hardware Lifecycle Status Report*. This report will show the Active, Mature, Discontinued, and Retired releases for hardware products.
- *Software Lifecycle Status Report*. This report will show the Current, Active, Supported, and Retired releases for PACSystems and Movicon software. Current / Active releases may be sequential based on the major release number or in some products, based on the minor release number.

For SOFTWARE PRODUCTS

- Technical phone support and diagnostic services will be provided with the understanding that it may become necessary to upgrade to the current software release to satisfy some requests for assistance.
- Software as a Service products may have more frequent updates, requiring customers to be alert and aware of changes. It is the customers' responsibility to maintain system requirements when accessing the Software as a Service product. Emerson will provide a minimum of 30 days' notification if a customer is required to take action to avoid degradation of the standard functionality of the software. Emerson will provide a minimum 12-month notification before ending support if no upgrade path is defined
- Software support applies only where the following criteria have been met:
 - Customers must have a valid license to use the Product.
 - Customers must have a current and fully paid support or service contract with Emerson.
 - The Operating System must be a documented operating system supported by the software product.

Section 5: Training

Both regular classroom courses and custom training using customer equipment will be available for Current and Active Products and Supported Products if sufficient demand exists.

Section 6: Site-Specific Services

Planned and remedial maintenance services will be available if appropriate reserves, equipment, and materials are available to Emerson.

Section 7: Retired Product

Support for Retired Products is contingent upon a support/service agreement and may require migration of the system to an Emerson-specified combination of hardware and software revision levels selected to provide the most cost-effective, dependable, long-term hardware and software product support.

Section 8: Mapping Product Lines to Guidelines Support

Product Line Mapping Tables are available for each of the Emerson product families to show how the Product Support Guideline applies to both new systems as well as the existing systems already installed and in use. The tables provide information on products supplied by Emerson.

As evidenced by the initial product introduction date, Emerson has typically provided long-term product support well beyond the commitment defined in the guideline. Emerson endeavors to forecast the timing for future changes in lifecycle status and to share that information with users so they may make informed decisions regarding ongoing system support and future migration. The status change forecast included in the Product Line Mapping Tables represents Emerson's best estimate for expected status changes over a two-year horizon.

Section 9: Lifecycle Planning

In conjunction with the Product Support Guideline, Emerson has developed services to help users perform effective Lifecycle Planning. These services are designed to help users develop both a site-specific, near-term Maintenance Plan as well as a longer-term Modernization Plan.

These plans will be based on several factors, including:

- Installed Base and Service Parts inventory assessment
- Risk assessment, including current component sourcing issues
- Recommendations include customers' near and long-term requirements for functionality, expansion, and business system integration

Users are encouraged to contact their Emerson Local Support Company for additional product support details and information on Lifecycle Planning tools.

Sales Contact Lookup: <https://www.emerson.com/en-us/where-to-buy?c=180>

Mapping Product Support Levels to Lifecycle Activities

The following tables clarify how each lifecycle activity is impacted by the product status. Definitions of terms used in the table are:

- Available = Item or service is offered for sale, with normal price and delivery.
- Quotation = Item or service is offered for sale, with price and delivery determined on a per-order basis.
- If Able = Item or service is offered for sale on a quotation basis, contingent upon Emerson's ability to supply.
- No = Item or service is not available.

HARDWARE LIFECYCLE ACTIVITY	PRODUCT STATUS			
Product Purchase	Active	Mature	Discontinued	Retired
Hardware	Available	Available	If Able	No
Hardware Repair & Replacement	Active	Mature	Discontinued	Retired
Per-incident repair service	Available	Available	Available	If Able
Per-incident exchange service	Available	Available	Available	If Able
Contract repair service	Available	Available	Available	Quotation
Hardware Technical Support	Active	Mature	Discontinued	Retired
Post-sales Technical Support with an active Contract (known cost and assured availability)	Available	Available	Available	If Able
Training	Active	Mature	Discontinued	Retired
Emerson classroom or e-learning training	Available	Available	If Able	No
Custom training (on customer's equipment)	Available	Available	Quotation	If Able
Site-Specific Support	Active	Mature	Discontinued	Retired
Per-incident planned and remedial maintenance	Available	Available	Available	If Able
Contract planned and remedial maintenance (Known cost and assured availability)	Available	Available	Available	Quotation
Integration and system engineering support	Available	Available	Quotation	If Able
Hardware/Firmware Updates	Active	Mature	Discontinued	Retired
Hardware/Firmware upgrades and updates	Available	Available	No	No
Provision of Emerson-defined critical fixes	Available	Available	No	No

SOFTWARE LIFECYCLE ACTIVITY	PRODUCT STATUS			
Product Purchase	Current	Active	Supported	Retired
Individual purchase of the General Release version of the software	Available	Available	Available	No
Software Technical Support	Current	Active	Supported	Retired
Post-sales Technical Support with an active Contract (known cost and assured availability)	Available	Available	Available	Available**
Training	Current	Active	Supported	Retired
Emerson classroom or e-learning training	Available	Available	If Able	No
Custom training (on customer's equipment)	Available	Available	Quotation	If Able
Site-Specific Support	Current	Active	Supported	Retired
Per-incident planned and remedial maintenance	Available	Available	Available	If Able
Contract planned and remedial maintenance (Known cost and assured availability)	Available	Available	Available	Quotation
Integration and system engineering support	Available	Available	Quotation	If Able
Software Updates	Current	Active	Supported	Retired
Software upgrades and updates	Available*	Available*	No	No
Provision of Emerson-defined critical fixes	Available	Available	No	No
Software media replacement	Available	If Able	No	No

* Software Upgrades and Updates are available with enrollment in a Support Agreement.

** Post-sales Technical Support on retired software is available but is limited. All inquiries will be evaluated against the current version of the software.

General Contact Information

Technical Support

Search our Knowledge Base	Open a Support Ticket	Register for a Customer Account
 pacsystems.co/knowledge	 pacsystems.co/support	 pacsystems.co/signup

Other Helpful Links

Customer Center Home Page	Commercial Website	Contact Information
 pacsystems.co/customercenter	 pacsystems.co/commercial	 pacsystems.co/contactus

Note: If the product is purchased through an Authorized Channel Partner, please contact the seller directly for any support.

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