

# Releases, Lifecycles and Compatibility

## White Paper

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# 1. Long Term Service Releases and Current Releases

Since January 2017, Unicon has been offering a Long Term Service Release (LTSR) of eLux RP and the management software Scout Enterprise Management Suite for download on our [myelux.com](https://myelux.com) portal.

By extending the life and support cycle of our software, Long Term Service Releases enable enterprises to retain a particular release for an extended period of time during which Unicon periodically publishes Cumulative Updates (CU). Cumulative Updates only include fixes for the LTSR components and features that help simplify the on-going maintenance. Opting for LTSR, customers obtain high-quality versions and can reduce update management efforts while they are sure to be provided with security fixes if necessary.

In parallel, Unicon carries on providing so called Current Releases (CR) for eLux RP and the Scout Enterprise Management Suite on a quarterly basis. They are ideal for dynamic environments where the latest features and the most innovative technology are required.

For LTSR and CR product versions, consecutive version numbers are used. This means that a particular product version is either related to LTSR or to CR. Product versions will be labeled clearly to help customers distinguish LTSR from CR.

LTSR is included in the Scout Management license which must only be acquired once. Additional cost or new licensing is not required. Customers can choose between LTSR or Current Releases but they are also free to use both of them in a mixed environment with LTSR and CR versions for Scout Management Suite and/or eLux RP. Changing from CR to LTSR and vice-versa is possible at any time. LTSR and CR versions are generally compatible unless explicitly stated otherwise in the release notes of the relevant product version.

## Benefits of Long Term Service Releases

- Extended life and support cycle
- Simplified on-going maintenance and greater predictability
- Optimized management efforts through extended periods of time between product upgrades result in lower Total Cost of Ownership
- Additional fixes and security patches in Cumulative Updates

## Differences between Current Releases and Long Term Service Releases

- Latest functionality and support of latest hardware platforms in CR
- Release cycle on a quarterly basis for CR
- New technology and fixes are combined in CR - Fixes are available with next CR

LTSR and CR are subject to different cycles. For further information, see "Release cycles" on page 2.

## 2. Release cycles

The table below compares the release schedules and related options. Note that the specified time periods can only provide general guidance. Unicon does not make product roadmaps public.

	Long Term Service Release (LTSR)	Current Release (CR)
Software Subscription	required (standard terms)	required (standard terms)
Access to Releases	myelux.com portal	myelux.com portal
Cumulative Updates (CU)	yes <sup>1</sup>	no <sup>2</sup>
Includes Fixes	yes <sup>3</sup>	yes <sup>4</sup>
CU Schedule	4-9 months	n/a
Release Schedule	12-18 months	3-6 months
Enhancements	No enhancements until next LTSR	Rapid release cycles, enhancements included

Unicon always supports the most recently published Long Term Service Release with the latest Cumulative Update, and the most recently published Current Release.

For further information, see "Product and support lifecycle" on page 3.

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<sup>1</sup>CU typically only contain fixes for LTSR.

<sup>2</sup>Rapid release cycles allow customers to add new features and all public fixes by upgrading to the next CR.

<sup>3</sup>LTSR customers are required to update to next CU or next LTSR that contains the fix.

<sup>4</sup>CR customers are required to upgrade to next CR that contains the fix.

### 3. Product and support lifecycle

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#### Note

Unicon reserves the right to make changes to the time frames based on business needs or technical requirements.

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The Unicon products eLux and Scout Enterprise Management Suite pass through three life-cycle phases. Each phase is induced by a milestone.

The life-cycle of Unicon products is driven by the customer requirements for new features and constantly evolving technologies including enhancements to existing products.

#### Milestones in the product lifecycle

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General Availability (GA)	<p>Date on which a major product release is made available for download on our technical portal</p> <p>With GA, the maintenance period is started.</p> <p>Unicon customers receive continued support exclusively for the latest version of the Long Term Service Release (LTSR) provided on our <a href="https://myelux.com">myelux.com</a> portal with the latest Cumulative Update (CU), and for the latest version of the Current Release (CR) provided.</p>
End of Maintenance (EOM)	<p>Date of GA of the next major product release</p> <p>After EOM, Unicon is no longer obliged to give software support. Unicon offers Extended Support on request (chargeable).</p>
End of Life (EOL)	<p>With EOL, no further security fixes are published. Support and downloads are no longer available for this product.</p> <p>EOL is a minimum of six months from the EOM date.</p> <p>After EOL, the customer may continue to use the product version within the product license terms. As the maintenance period has expired, the product can only be used on an as-is basis. The customer might be asked to update or migrate to the latest version.</p>

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## Life-cycle milestones for individual products

eLux base operating system (x86)	GA	EOM	EOL
eLux RP 6	2017-07-14	2024-06-30	2025-03-31
Scout Enterprise Management Suite			
Scout 15	2017-07-14	2024-03-31 <sup>1</sup>	n/a
Scout Cloud Gateway			
Scout Cloud Gateway 1	2019-07-10	2024-07-10	n/a
Scout Agent for Windows Platforms			
Scout Agent for Windows 1	2015-07-14	2023-07-13 <sup>2</sup>	n/a

The Unicon product life-cycle and the related services apply exclusively to already purchased products of current Unicon customers. They do not apply to other products or to any other third parties. Unicon reserves the right to make changes to life-cycles and support terms if required.

## Support terms

During the product life-cycle GA to EOM, services are provided as listed above and as stated in the EULA terms.

For EOM to EOL, Unicon offers additional support (Extended Support) on request. Extended Support is subject to a charge.

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<sup>1</sup>or upon GA of next major Scout version

<sup>2</sup>EOM ends depending on Scout 15.

## 4. Compatibility client platform and Scout Enterprise Management Suite

The following table shows the product versions required to manage devices through the Scout Enterprise Management Suite and to connect them via the Scout Cloud Gateway.

Client-Plattform	Scout Enterprise Management Suite	Scout Cloud Gateway
eLux RP 6.2 and later	15.2 and later	
Scout Agent for Windows platforms	15.2 and later	
eLux RP 6.8 and later		1.1 and later