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Webtrends Supported Products

Product Life Cycle

All products go through different phases during their lifecycle; the length of each phase may vary according to the actual product. These phases include:

- Beta code available (Supported)
- General availability (Current) - new product version releases
- Continued Support (Supported) - for previous product
- Sunset Period (Scheduled for Withdrawal) for the previous product version
- End of Life

Supported Products

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Webtrends product can be found online at <http://www.webtrends.com/supportdl/articles/supportedproducts.pdf>

Beta - During a product Beta Webtrends will provide support, during normal working hours, for the product. Beta code is only available to customers with a current support plan agreement who have been accepted into a Beta program.

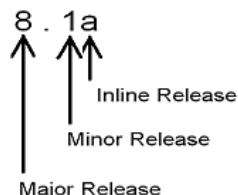
General Availability - During this phase of a product's lifecycle Webtrends will provide support and maintenance offerings, which will allow you to choose the most appropriate level of support for your organization. Maintenance offerings will consist of maintenance releases, service packs and/or hot fixes. Hot fixes and service packs are not available for all products. Support services include, but not limited to Knowledge Base, Online support, and Phone support during business hours; 24x7 phone support is also available to Premium support plan customers.

Continued Support – When a replacing version is released Webtrends may offer limited support on the prior versions answering usage questions only. Providing technical support does not imply that Webtrends will fix software defects or make changes to the software. After a new version is available, Webtrends will no longer actively develop new fixes or service packs for the previous release (note, hot fixes and service packs are not available for all product lines). Technical Support reserves the right to request the customer to upgrade to the current version, only available with a current support plan agreement.

Sunset Period – When a Major version is released (7.0, 8.0, 9.0, etc), Webtrends will provide support for the previous major version line for 12 months (see "Support Withdrawal Date"). We will continue to make Knowledge Base articles available for a further period beyond this end date. Webtrends will not accept support requests for versions after they have been in the sunset period for more than 12 months or for products available at no charge.

End of Life – 12 months after entering the Sunset Period the product is End of Life and no longer supported. Customers can purchase Extended Support to extend the Sunset period up to an additional 12 months.

Reading a Version Number:



Webtrends Analytics *On Demand*

Webtrends Analytics *On Demand* was previously known by the following names: Webtrends *On Demand* (Enterprise, Professional, Small Business), Webtrends Reporting Service, and Webtrends Live. Because Webtrends Analytics *On Demand* is a hosted solution, all customers using this solution will log into the most current version available.

Webtrends Analytics

Webtrends Analytics was previously known by the following names: Webtrends (Enterprise, Professional, Small Business, Basic), Webtrends Reporting Center (WRC), and Log Analyzer (Log).

Version	Support Status	Support Withdrawal Date	Replaced By
Earlier Versions	Withdrawn	July 2006 (v7.1) or earlier	Webtrends 7.5
Webtrends 7.5	Withdrawn	December 2008	Webtrends Analytics 8.0
Webtrends Analytics 8.0	Supported	TBD	Webtrends Analytics 8.1
Webtrends Analytics 8.1	Supported	TBD	Webtrends Analytics 8.5
Webtrends Analytics 8.5	Supported	TBD	Webtrends Analytics 8.7d
Webtrends Analytics 8.7d	Current	TBD	TBD

Webtrends Marketing Warehouse

Version	Support Status	Support Withdrawal Date	Replaced By
Marketing Warehouse 1.0	Withdrawn	December 2007	Marketing Warehouse 2.0
Marketing Warehouse 2.0	Sunset	September 2009	Marketing Warehouse 3.0
Marketing Warehouse 3.0	Supported	July 2010	Marketing Warehouse 4.0
Marketing Warehouse 4.0	Current	TBD	TBD

Webtrends SmartSource Data Collector (SDC):

Webtrends SmartSource Data Collector was previously known as Webtrends Data Collection Server (DCS).

Version	Support Status	Support Withdrawal Date	Replaced By
Earlier Versions	Withdrawn	January 2006 or earlier	SDC 6.1
SDC 6.1	Withdrawn	July 2006	SDC 7.5
SDC 7.0/7.5	Withdrawn	April 2007	SDC 8.0
SDC 8.0	Supported	TBD	SDC 8.1
SDC 8.1	Current	TBD	TBD

Webtrends Reporting Center (Windows, Unix, or RedHat Linux)

Webtrends Reporting Center was previously known by the following names: CommerceTrends Reporting Server (CTRS) and Enterprise Reporting Server (ERS).

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	January 2006 or earlier	Webtrends 7.0 (Windows)

Webtrends Log Analyzer

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	January 2006 or earlier	Webtrends 7.0

Webtrends Analysis Suite (Webtrends Enterprise Suite, Enterprise Suite for Domino, Professional Suite, Analysis Suite Advanced Edition, and Analysis Suite Standard Edition)

Webtrends Analysis Suite was previously known by the following names: Webtrends Professional Suite, Webtrends Enterprise Suite, and Webtrends Enterprise Suite for Domino.

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	January 2005 or earlier	WRC 6.1

Webtrends Intelligence Suite – Warehouse

Webtrends Intelligence Suite – Warehouse is now known as Webtrends Marketing Warehouse

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	April 2007 or earlier	Marketing Warehouse 1.0

Webtrends Intelligence Suite - OLAP Manager

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	April 2007 or earlier	Discontinued

Webtrends Intelligence Suite - Report Designer (formerly Ad Hoc Reporter)

Version	Support Status	Support Withdrawal Date	Replaced By
All Versions	Withdrawn	April 2007 or earlier	Discontinued