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Software Lifecycle Support Statement - Virtualized Infrastructure Manager (VIM)

What You Will Learn

This software lifecycle support statement describes the support timeline for HCLTech Virtualized Infrastructure Manager (HVIM) software products.

HVIM software follows a continuous delivery Release model that delivers features and maintenance releases. This approach enables HCLTech to introduce stable and feature rich software releases in a reliable and frequent manner that aligns with OpenStack releases.

- HVIM is built using Red Hat OpenStack, Red Hat Enterprise Linux, and Red Hat Ceph components.
- HVIM follows a fix forward model that requires Release upgrades to fix issues. Release patches are not necessary with this model

Product Lifecycle Definitions

- **Support Lifecycle** – The period from when a product or release is made generally available for sale until the end of support life.
- **GA** – Generally Available – The first date the product is available to purchase and use
- **EOLA** – End-Of-Life Announcement – The date the end of support life is announced to the public
- **EOS** – End-Of-Sale – The last date the product will be available to purchase and/or assigned support contract
- **EOM** – End-Of-Maintenance – The last date after which HCLTech will no longer issue maintenance releases, bug fixes, patches, or updates for the product.
- **ELS1** – Extended Life Support Term 1 – The last date to receive select bug fixes, qualified critical and important security advisories and vulnerability resolutions for the EOM product
- **ELS2** – Extended Life Support Term 2 – The last date to receive select bug fixes, qualified critical and important security advisories and vulnerability resolutions for the EOM product
- **EOSL** – End-Of-Support Life – The last date to receive technical support for the EOM product.
- **Major Release** – A product software release that adds material new features and/or functionality (e.g. 5.0, 6.0)
- **Minor Release, Maintenance Release, Patches** – A product software release which includes bug fixes, minor improvements, security and vulnerability patches (e.g. 5.0.3)

End-of-Life Guideline Definition

All HVIM software releases adhere to the guidelines presented here.

- HVIM release lifecycle has dependency on lifecycle of Red Hat components Red Hat OpenStack, Red Hat Enterprise Linux, and Red Hat Ceph. HVIM Major release aligns with long lived Red Hat OpenStack release.
- Customers are encouraged to upgrade to the most recent HVIM software release as soon as it becomes available. Newer versions of software consistently enable the delivery of relevant data driven insights, leading you to critical software innovations that reduce infrastructure and business risk, and deliver a better software experience.
- HVIM customers with an active subscription are eligible to download the latest software release from https://vim-registry.com/
- Customers with active subscription will continue to receive support from HCLTech team for the latest HVIM Releases as per the guidelines defined in this document.

Software Release Support Timelines

Customers with an active Subscription will continue to receive support from HCLTech for a product till the End of Support Life. After the End of Support Life, all support services for the product software release are unavailable, and the product software release becomes obsolete

Table 1. End-of-Life events for all HVIM 6.x software releases

Event	Description	Date
GA- General Availability	The date on which the HCL VIM 6.x software release was first made available to HCL customers.	December 19th, 2025
EOLA – End of Life Announcement	The date the End-of-Support life milestones for the affected HCL VIM software release are defined.	December 19th, 2025
EOM – End of Maintenance	The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software. Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date.	August 26th, 2028*
ELS1 – Extended Life Support Term 1 **	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS1 date	August 26th, 2029*
EOSL- End of Support Life	The last date after which product support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the EOSL date	August 26th, 2029*

* These dates are dependent on the lifecycle milestone dates of Red Hat OpenStack over OpenShift (RHOSO) 18.0. In case of any change of milestone date from Red Hat, this event date also will be aligned accordingly

** Optional add-on subscription available to HCL VIM customers.

Table 2. End-of-Life events for all HVIM 5.x software releases

Event	Description	Date
GA- General Availability	The date on which the HCL VIM 5.x software release was first made available to HCL customers.	December 9th, 2024
EOLA – End of Life Announcement	The date the End-of-Support life milestones for the affected HCL VIM software release are defined.	December 9th, 2024
EOM – End of Maintenance	The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software. Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date.	September 22nd, 2026*
ELS1 – Extended Life Support Term 1 **	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS1 date	September 22nd, 2027*
ELS2 – Extended Life Support Term 2 ***	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS2 date	September 22nd, 2028*
ELS3 – Extended Life Support Term 3 ***	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS3 date	September 22nd, 2029*
EOSL- End of Support Life	The last date after which product support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the EOSL date	September 22nd, 2029*

* These dates are dependent on the lifecycle milestone dates of Red Hat OpenStack platform (RHOSP) 17.1. In case of any change of milestone date from Red Hat, this event date also will be aligned accordingly

** Optional add-on subscription available to HCL VIM customers. Please note VIM release version should be greater than 5.0.3 to receive RHEL support as part of this subscription

*** Optional add-on subscription available to HCL VIM customers. Please note VIM release version should be greater than 5.0.3 to receive RHEL support and CEPH storage will not be supported as part of this subscription.

Table 3. End-of-Life events for all HVIM 4.x software releases

Event	Description	Date
GA- General Availability	The date on which the HVIM 4.x software release was first made available to HCL customers.	December 19th, 2024
EOLA – End of Life Announcement	The date the End-of-Support life milestones for the affected HCL VIM software release are defined.	December 19th, 2024
EOM – End of Maintenance	The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software. Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date.	Apr 30th, 2025*
ELS1 – Extended Life Support Term 1 **	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS1 date	Apr 30th, 2026*
ELS2 – Extended Life Support Term 2 **	The last date after which product extended life Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the ELS2 date	Apr 30th, 2027*
EOSL- End of Support Life	The last date after which product support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the EOSL date	Apr 30th, 2027*

* These dates are dependent on ELS, ELS2 and ELS3 lifecycle milestone dates of Red Hat OpenStack platform (RHOSP) 16.2. In case of any change of milestone date from Red Hat, this event date also will be aligned accordingly.
** Optional add-on subscription available to HCL VIM customers. Please note that VIM release version should be greater than 4.4.4 to receive RHEL support as part of this subscription

Note: All prior releases to CVIM 4.x are no longer supported (end-of-life)

Upgrades

Customers are encouraged to upgrade to the most recent HCL VIM software release as soon as it becomes available. Newer versions of software consistently enable the delivery of relevant data driven insights, leading you to critical software innovations that reduce infrastructure and business risk, and deliver a better software experience.

HCL VIM customers with an active Subscription are eligible to download the latest software release from https://vim-registry.com/

For More Information

For more information about the HCL VIM product line visit the following page: https://www.hcltech.com/telecom-media/virtualized-infrastructure-manager or contact hvim-sales@hcltech.com