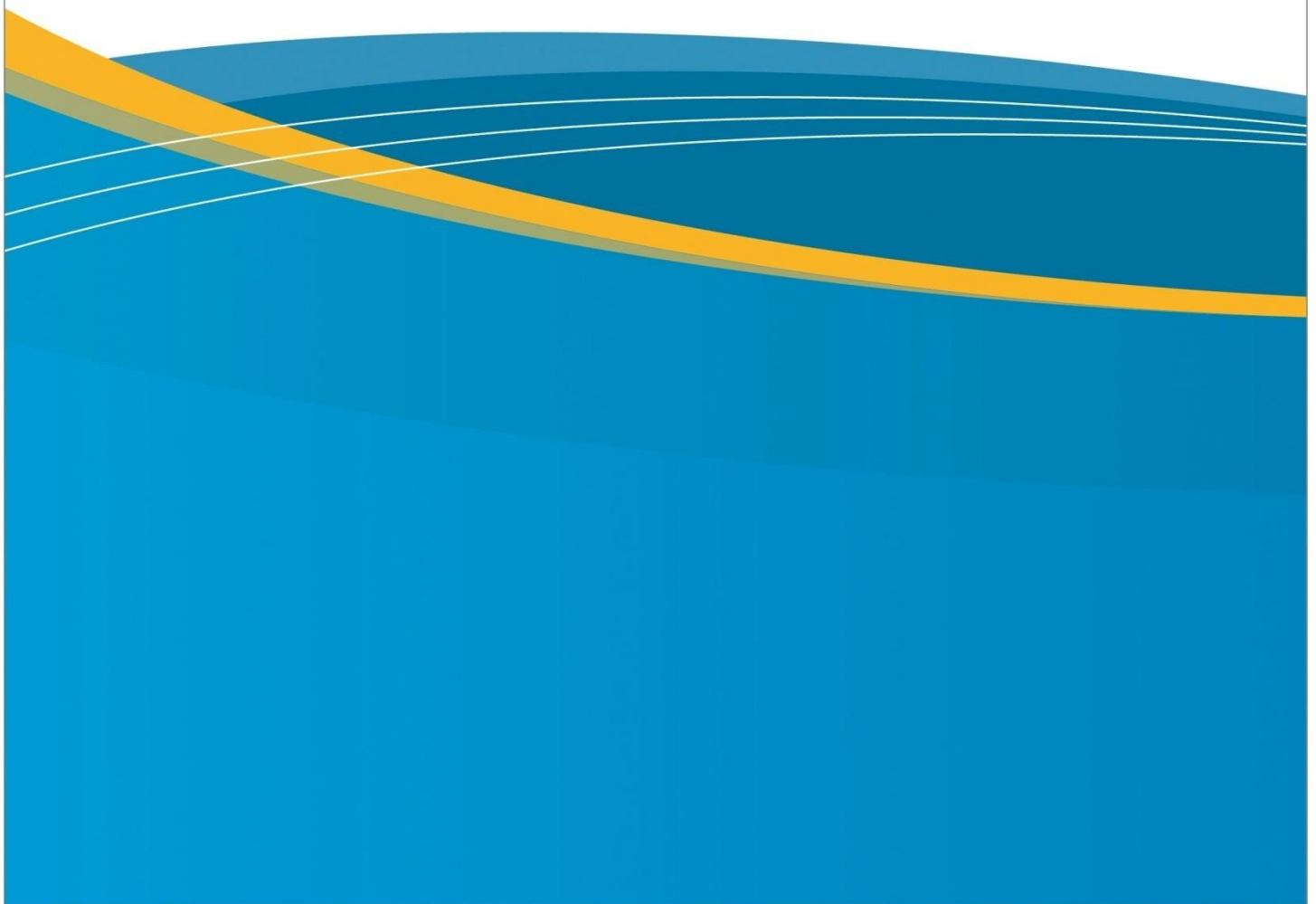# OPEN TEXT
The Content Experts™

■ Genio® Product Lifecycle Support Policy

January 2009

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Product Support Policy Change for Genio®

On January 5, 2009, the Open Text Connectivity Solutions Group (formerly Hummingbird) is implementing changes to the Genio Product Support Policy.

Below you will find the new Product Life Cycle policy that will help you understand the types of support available for your product's version, and a defined schedule of the support end dates going forward. The latest Support Lifecycle Status outlines the product support availability on all past and current versions of Genio.

Please note that although the support policy takes effect on January 5, 2009, the current maintenance and support agreement will be extended to December 31, 2009, allowing you to either properly transition to the latest version of Genio with adequate time for the migration, or to purchase extended support for your current product. As outlined in current agreements, the upgrade to the latest version of Genio is provided at no extra cost, provided that you have a valid maintenance and support agreement in place.

Should you have any questions or concerns, please do not hesitate to contact your local sales representative to discuss your situation.

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If you're an Open Text Connectivity Solutions Group partner or customer, visit www.opentext.com or online.opentext.com for more information about this and other Open Text solutions.

Hummingbird is now the Open Text Connectivity Solutions Group
Visit http://www.opentext.com/connectivity to learn more about our solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).

Discontinuation Notice for Genio Versions 4.x and 5.0.x

Effective January 5, 2009, Open Text Connectivity Solutions Group has discontinued support for Genio version 4.x and 5.0.x. There will be no further product development, enhancements, and extended technical support for these product versions.

Customers who are currently on a valid maintenance plan will still be provided the current level of support and transitioned to the new policy a year from the date of next renewal until December 31st, 2009.

Important Announcement for Customers Currently Using Genio v5.1

Effective January 5, 2009, Open Text Connectivity Solutions Group will discontinue providing standard support to customers using Genio v5.1.

Customers who currently have a valid maintenance contract for Genio v5.1 will be able to extend their current maintenance support agreement for a year from the date of renewal until December 31st, 2009.

All customers affected by the new support policy will be contacted by their respective Sales Manager to discuss their transition plan for upgrade/extended support options.

If you are concerned about how these changes will impact you, we urge you to contact your Genio Sales Manager to discuss your situation.

Coming Soon in May 2009! New Genio Release

In keeping with the Genio strategic direction, Open Text Connectivity Solutions group is pleased to announce the planned release of v7.1 in May 2009. Look for additional information and announcements on our website (www.opentext.com/connectivity).

Genio® Product Life Cycle Support Definition

Support Type	Standard Support	Extended Support	Not Supported
Incident Support			
Phone	✓	✓	
Email	✓	✓	
Web	✓	✓	
Product Support			
Hot Fixes	✓	✓ *	
Patches	✓	✓ *	
Update Packs	✓		
Product Enhancements (Feature Requests)	✓		
Migration Support	✓	✓	✓
Web Support			
Hot fixes, Patches & Update Packs	✓		
Knowledge Base	✓	✓	✓
Genio User Groups	✓	✓	✓

* Extended support on hot fixes and patches are applicable to critical issues only.

Standard Support – Full incident, product, and web support is available to customers with a valid maintenance contract, including technical support for migration to current versions. In general, standard support is provided for 4 years from the time of a product's release.

Extended Support* – Customized incident, product, and web support is available to customers who choose to extend the life of an older version of the product at an extra cost. In general, extended support is available for 3 years from the end date of standard support.

Note that product support is limited to the platforms and adapters/connectors included in the applicable version. Support cannot be extended to migrating to newer versions of platforms or adapters/connectors included in the latest release.

* Extended support on hot fixes and patches are applicable to critical issues only.

Not Supported – Customers using an older version of the product, beyond the product's lifecycle and without extended support, can still access online references through the Knowledge Base and Genio User Groups.   These customers can obtain migration support for upgrading to newer versions with the purchase of a valid maintenance contract.

Genio® Product Lifecycle Status

Version	Release Date	Platforms	Standard Support End Date	Extended Support End Date	Migration Path	Additional Notes
4.x	06/2001	All	Not Supported	Not Supported	6.1	Migration to v6.1 is required if upgrading to most recent version
5.0.x	03/2002	Win/ Unix	Not Supported	Not Supported	6.1 or 7.0.1	
5.1	09/2004	Win/Unix/ Linux	Not Supported	09/2011	6.1 or 7.0.1	
6.0	09/2005	Win/Unix/ Linux	Not Supported	Not Supported	6.1 or 7.0.1	Migration to v6.1 is required for standard support
6.1	01/2006	Win/Unix/ Linux	01/2010	01/2013	7.0.1	
7.0	12/2007	Win/Unix/ Linux	Not Supported	Not Supported	7.0.1	Migration to 7.0.1 is required for standard support
7.0.1	05/2008	Win/Unix/ Linux	05/2012	05/2015	7.0.1	

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