



Tuxera Extended Lifetime Support Program

Our commitment to customers that require longer life cycles

Ensuring reliability and predictability is at the core of what we do. This applies to our products as well as our services and support. Tuxera’s products are deployed in very demanding, mission-critical production environments, that must be operational for several decades. Our customers need assurance that we offer support over the entire life cycle of their devices, platforms, and applications. We established our Extended Lifetime Support Program to address the requirements of industries with exceptionally long life cycles.

Key benefits

- Reduce uncertainty: our software meets your product life cycle expectations
- Assurance while migrating to other Tuxera software or while your device is still in the field
- Access to vulnerability and critical fixes after a product has reached end of life
- Reliable access to responsive Tuxera support experts
- Tailored to address the life cycle requirements of your specific use cases

Additional information

The Extended Lifetime Support Program is available to customers with active Support and Maintenance agreements, and subject to a maintenance fee. If you are not sure whether you have active Support and maintenance agreements, contact your account manager.

The products part of the Extended Lifetime Support Program, the longevity period, and the contents of the Program itself may be subject to change due to circumstances beyond our control.

Overview

Our extended lifetime program is designed to provide customers with peace of mind, in alignment with the life cycle of their devices and applications.

Tuxera Extended Lifetime Support Program

Product	Commercial release date	End of general support	Extended lifetime support ¹
Tuxera SafeFLASH	June 2004	December 2024	December 2029

Includes

Length of service	5 years after end of general support, no gaps in coverage
Access to vulnerability fixes	Critical ² only
Access to bug fixes	Critical, Priority 1 ³ only
Non-critical bug fixes and consultation	80 people-hours per year ⁴
Pricing / Maintenance fee	Contact your account manager

¹ If you need extra time beyond 5 years, please contact your account manager.

² A vulnerability that could allow remote code execution with no user interaction or allows overwriting/accessing/modifying of privileged data by a non-authorized third-party. The attacker does not need any authentication credentials or knowledge about individual victims. A successful exploitation often results in Escalation of Privilege or root-level compromise of the target. Tuxera follows the CVSS specification to calculate the severity of a vulnerability.

³ An issue that severely impacts your use of the software in a production environment (such as loss of data or non-working production systems). The situation halts your business operations, and no workaround exists.

⁴ If the 80 human-hours/year threshold has been reached, NRE fees apply for any extra work needed.

Note: any support and related fixes apply to Tuxera SafeFLASH unmodified code only.

Demanding product life cycles? We've got you covered!

Get in touch with us fast and most efficiently through our online contact form:

CONTACT US