Jira End of Life and Support

As new and improved technologies become available, some products or product versions reach their End of Life. When this happens at Exalate, we strive to make the process as non-disruptive as possible for our customers.

Exalate software lifetime is explicitly capped at **2 years**. This decision goes hand in hand with the Atlassian End of Life policy.

> **Note**: Atlassian supports feature versions for 2 years after the first major iteration of that version was released. Atlassian does not provide support for instances of versions that have reached the End of Life.

How does End of Life Look for Exalate Users?

- After 2 years of using Exalate without updates, an error indicating a mandatory upgrade, blocking all further functionality will be raised.
- You will have to upgrade at least every 2 years to a more recent version. This is to ensure ongoing compatibility with future versions of the synchronization software.
- The time cap can be lifted and a patched version will be delivered. This is waving the backward compatibility promise of the product, implying that other versions of exalate might not be able to communicate with the older version

What Does Jira End of Life Mean for the Exalate Users?

Exalate supports Jira versions that are still supported by Atlassian. This means that whenever Atlassian ends the support of a Jira version, we will also stop supporting that version.

We will stop supporting Jira versions based on the Atlassian end-of-life announcements that can be found here. This means that:

- The Exalate product is validated only on the supported versions of Jira.

- In case a support request is raised with a problem on an outdated Jira version that is not supported either by Atlassian or by Exalate, we will try to reproduce the issue on a newer Jira version. In case the problem cannot be reproduced on a currently supported version, please contact Support so we can go over your specific case.

We strongly recommend that our users keep their version of Jira updated to ensure high quality and full support of our product.

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