Software Version Upgrade Policy for Symantec Enterprise Products

Global

Guiding Principles

This Policy outlines how Symantec makes a Software Version Upgrade generally available to its Customers with current Maintenance for an Enterprise Software Product that is deployed on-premises.

Symantec reserves the right to amend this Policy periodically and will post updates at: https://www.symantec.com/support-center/policies

Policy

A Software Version Upgrade is a subsequent release of Enterprise Licensed Software that Symantec makes commercially available to eligible Customers.

For Major or Minor releases of Symantec's Enterprise software products, Symantec will notify eligible Customers of the availability of the new release via a Software Version Upgrade Notification. Eligible Customers are defined as those Customers with current Maintenance for the prior version of the Enterprise product on the date the newer version of the product becomes Generally Available.

This notification will be sent on, or as close as possible to, the General Availability date of the new version. Customers will be notified by email using the most current email information provided by the Customer. Notifications are sent to the Customer's technical support designated contact(s). The Customer's entitlement record(s) will be updated to reflect entitlement to the new version.

Customers without current Maintenance who wish to upgrade to the latest version of their product are required to reinstate Maintenance according to Symantec's Global Enterprise Renewals Policy.

Exceptions

This policy does not apply to:

- Documentation revisions, error corrections and enhancements, release updates, Maintenance Packs or hot fixes (on occasion however, Symantec may send special notifications to eligible Customers concerning the download of required updates to correct defects).
- Symantec's Consumer (Norton) Software products.

Definitions

Terms	Definitions
Maintenance	The commercially-available Symantec Maintenance offerings, provided by Symantec for a specific level and duration in accordance with Symantec's then-current Maintenance policies and processes. Maintenance that relates to the initial purchase is referred to as "Initial Maintenance Term." Maintenance that is renewed after Initial Maintenance expires is referred to as "Renewal Term." The term duration is defined by the Maintenance Start and End Dates as laid out in the Customer's Entitlement Confirmation. Maintenance must be renewed prior to expiry (the End Date) for continued access to Maintenance benefits.
Major Release	A new release of a software product that incorporates the last Minor Release (if one has occurred) and may include additional enhancements to the software. A Major Release to the software typically requires a new installation. Major Releases may include architectural changes, major feature changes, new platform support, and

Global

Terms	Definitions
	new operating system support. Unless otherwise defined via a specific communication, Major Releases are designated by the number to the left of the decimal point such as 1.0, 2.0, 3.0, etc. In general, a Major Release is issued every 8 to 24 months.
Minor Release	A new release of a software product that incorporates all previous Maintenance Packs and Fixes since the prior Major Release. A Minor Release is tied to the preceding Major Release and may contain new features, new platform support and new operating system support. Unless otherwise defined via a specific communication, Minor Releases are designated by numbers to the right of the decimal point such as 1.1, 1.2, 1.3, etc. In general, a Minor Release is issued every 3 to 12 months.
(Software) Version Upgrades	A subsequent release of Licensed Software that Symantec makes generally available to Customers with current Maintenance. Software Version Upgrades are provided as a benefit of Maintenance as described in the Customer's Entitlement Confirmation and End User License Agreement. Software Version Upgrades may include documentation revisions, error corrections and enhancements, Maintenance Packs, and Major and Minor Releases, but will not include any option or future product which we license separately. Software Version Upgrades do not include "Content Updates."

Related Policies and Information

- Click here for information on Symantec Maintenance benefits.

- Click here for information on upgrading Symantec software products.

- Maintenance Policy Handbook