



AT&T Global Network Client

Product Lifecycle Support Policy





AT&T Global Network Client Product Lifecycle Policy

AT&T's product lifecycle policy for the AT&T Global Network Client has two facets. First, each release of the client is generally supported for three (3) years. Announcements are made when specific releases or groups of client releases are withdrawn from support. Support for client releases includes actively working with customers to address connectivity issues that are re-creatable on the current version.

The second facet of the AT&T product lifecycle policy for the AT&T Global Network Client is based on [Microsoft's Support Lifecycle](#) policy for operating systems. As a general rule new features will not be developed or tested for operating systems that are not in the Mainstream Support Phase. The final product release of the AT&T Global Network Client for an operating system that is no longer in the Mainstream Support Phase will contain special rules to prevent future upgrades of the Client on that operating system. Future releases will not be able to be installed on unsupported operating systems.

Lifecycle Plan for Release Support

Releases of the AT&T Global Network Client are generally supported by the help desk for three (3) years. The AT&T help desk will take calls on supported releases to work with customers to resolve connectivity issues and to work with the development team should a defect be found in the Client. Should a defect be found in the AT&T Global Network Client, AT&T will generally correct the defect in the next version of the Client to be released. Customers that need a Client with the fix will generally need to deploy the next generally available version of the Client which will contain the fix. An announcement will be published when a release of the Client or a group of releases of the Client are withdrawn from support. Customers using unsupported Client releases may still be able to call the help desk for connectivity assistance not related to the client software. In order to receive assistance with potential software defects customers will need to be using a supported release of the Client.

Lifecycle Plan for Operating System Support

AT&T will only make new versions and releases of the Client available for download on supported versions of the applicable operating systems. In the event a customer is using an unsupported operating system, the only versions of the Client that are available for download are the last versions of the Client for that unsupported operating system. While there may be newer versions of the Client, they will not be displayed in the Software Updates feature of the Client as long as the Client is running on an unsupported platform. If installation of a new version of the Client is attempted on an unsupported operating system, the installer will display an informational message and exit without installing the Client.

For example, when the final version of the Client is released for Windows XP, Clients running on Windows XP will see this final version when they do a software update, even though there might be a newer version for Clients running on supported operating systems. If a user attempts to manually install a later version of the Client on a machine using the Windows XP operating system, they will get a message and the Client will not install.