



# Viavi Observer Software Version Policy

Viavi generally releases new builds to its software product line quarterly. Patches are released typically every two weeks. For more information on how to upgrade, please see the links at the bottom of this document. At the release of a new major version, sales of previous major versions of the Observer product family software will be discontinued, unless approved by Viavi management.

## Obtaining License Numbers

Customers under a current software maintenance contract are entitled to new major version releases. License numbers will be supplied to customers with a maintenance contract within 90 days of a major version release. If you need a copy of your license numbers please email our maintenance department at:

[nimaintenance@viavisolutions.com](mailto:nimaintenance@viavisolutions.com)

## Understanding the Observer Version Number:

The Observer product family version number is broken up into four integers separated by periods (w.x.y.z). An example version number would be 17.1.13.5

Release Type	Release Designator Changes	Release Content
Major	w	Contains new features, and may contain minor features and software bug fixes
Minor	x	Contains minor features and may also contain software bug fixes
Build	y	Contains software bug fixes corrections to existing features and may contain new minor features
R&D Use	z	Used by R&D Only

## **Software Support Service Offerings**

Customers under an active maintenance contract are entitled to receive support from the Viavi Observer Technical Account Center (TAC). Standard support, including bug fixes will be offered for:

- The current major or minor version release of the software including minor bug fixes at the discretion of the Viavi development team.
- Upgrade support to latest major release for Major Version from the previous Major Version (N-1).
- Best effort support services, including critical bug fixes, will be offered for Major Version minus one (N-1) for one year after the release of a new major version. Critical bug fixes will be released at the discretion of the Viavi development team.
- Best effort support services, excluding critical bug fixes, will be offered for Major version minus 2 (N-2) for a period of three years after the release of a new major version.

## **End-Of-Sale Software Support Service Offering**

- Best effort support services, will be offered for any End-Of-Sale product for duration of the customers' existing Software Maintenance Contract or 90 days after the End-Of-Sale announcement, whichever ends later. Maintenance contracts for End-Of-Sale products will not be extended or offered once the current contract has completed.

For more information on how to upgrade or downgrade your Observer products, please see the following links:

[Observer Apex](#)

[Observer Analyzer](#)

[Observer OMS](#)