FAQ

END-OF-AVAILABILITY OF STEELCENTRAL PROVISIONER

1. **I understand Provisioner have been moved to End-of-Availability**
   Answer: After careful assessment of the entire portfolio, a business decision has been made to not continue development of the Provisioner product at this time.

2. **What trade-ups are possible?**
   Answer: There is no replacement product or migration path for Provisioner.

3. **What about product support?**
   Answer: We determine at our sole discretion the timing and content of any software release. Customers under current paid support agreements can obtain new versions of our software by downloading the updates from the following link on the download site: Software & Documentation.

Our software releases are designated by the form X.Y.Z (where X, Y, and Z are integers) and are characterized as follows:

Release Type	Release Designator Changes to	Release Content
Major	X changes to X' which is greater than X. Y and Z are set to zero.	Contains significant new features, and may also contain minor new features and software error corrections.
Minor	X does not change. Y changes to Y' which is greater than Y. Z set to zero.	Contains minor new features and may also contain software error corrections.
Patch/Fix/Maintenance	X and Y do not change. Z changes to Z' which is greater than Z.	Contains software error corrections (maintenance) to existing features and may occasionally contain minor new features that Riverbed elects to provide as part of the Patch/Fix/Maintenance release instead of a Minor release.

Our standard practice is to provide software support and maintenance on the following releases:
- The current or latest major or minor release of the software.

- The immediately preceding major or minor release of the software, for a period of 12 months after general customer availability of the current or latest major or minor release.
- The latest valid major or minor release for any end-of-availability appliance product or software product that has not yet reached end-of-support.

At our discretion, we may provide support for older releases. If you encounter an error in a version of the software that is other than the latest release of any type, we may require you to upgrade to a specified later version to obtain a correction of the error.

About Riverbed

Riverbed Technology is the leader in Application Performance Infrastructure, delivering the most complete platform for location-independent computing. Location-independent computing turns location and distance into a competitive advantage by giving IT the flexibility to host applications and data in the most optimal locations while ensuring applications perform as expected, data is always available when needed, and performance issues are detected and fixed before end users notice. Riverbed's 24,000+ customers include 97% of the Fortune 100 and 95% of the Forbes Global 100. Learn more at www.riverbed.com.