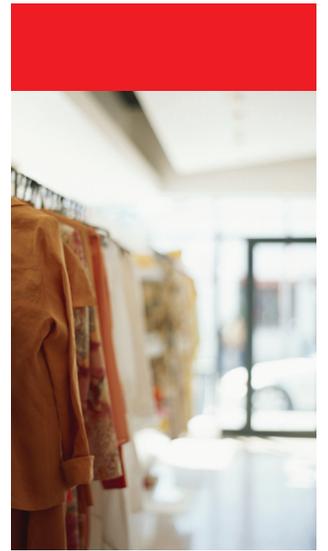


# ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Retail Applications



## Table of Contents

Oracle Lifetime Support Policy	2
Oracle Retail Releases	4
Oracle's Advanced Visual Technology Releases	18
Oracle's MICROS Releases	19

**ORACLE IS THE INFORMATION COMPANY**

## Oracle Retail

Maximize your support investment, unlock the full value of your Oracle products, and control your upgrade strategy—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy available, the Oracle Lifetime Support Policy helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts you in control of your upgrade strategy. Our flexible support policy stages make it easier for you to plan and budget for Oracle's exclusive product upgrades. You'll enjoy continued peace of mind, knowing that we'll always be there to support your business. When it's time to upgrade, you'll have rights to major product releases, so you can benefit from Oracle's technology leadership and keep pace with the world of business.

Expect lifetime support. Expect control of your technology future—with Oracle's Lifetime Support Policy.

## **Oracle Lifetime Support Policy**

With Oracle Support, you know up front and with certainty how long your Oracle products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle products and consists of three support stages: Premier Support, Extended Support, and Sustaining Support. It delivers maximum value by providing you with rights to major product releases so you can take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard five-year support policy for Oracle Technology (Oracle Database and Oracle Fusion Middleware) and Oracle Retail Application products (formerly Retek, ProfitLogic, and 360Commerce). You can extend support for an additional three years with Extended Support for specific releases, or receive indefinite technical support with Sustaining Support.

### **Premier Support: Setting the Industry Standard**

As an Oracle customer, you can expect the best with Premier Support, our award-winning, next-generation support program. Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Retail Applications, beginning with Release 11, for five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Due to the unique constraints of the early releases of retail applications, for Oracle Retail Application releases prior to Release 11, we are providing limited Premier Support for seven years from the release general availability date. The limited Premier Support for the application releases prior to Release 11 will allow you to benefit from

- Major product and technology releases
- Technical support
- Updates and fixes

There are selected releases prior to Release 11 that will follow the full Premier Support components for five years. Please refer to the application support charts within this document.

## **Extended Support**

Your technology future is assured with Oracle's Extended Support. Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. If you take advantage of Extended Support, it provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most existing third-party products/versions
- Certification with most existing Oracle products

Extended Support may not include certification with some new third-party products/versions.

## **Sustaining Support**

Sustaining Support puts you in control of your upgrade strategy. When Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. With Sustaining Support, you receive technical support, including access to our online support tools, knowledgebases, and technical support experts. You benefit from

- Major product and technology releases
- Technical support
- Access to My Oracle Support
- Fixes, updates, and critical patch updates created during the Premier Support stage
- Upgrade scripts created during the Premier Support stage
- Sustaining Support does not include
- New updates, fixes, security alerts, data fixes, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

For more specifics on Premier Support, Extended Support, and Sustaining Support, please refer to Oracle's "Technical Support Policies."

## Oracle Retail Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
360Enterprise Workforce Management 5.2	Jun 2005	Jun 2012	Not Available	Indefinite
Active Retail Intelligence 9	May 2000	May 2007	Not Available	Indefinite
Active Retail Intelligence 10	Mar 2002	Mar 2015	Not Available	Indefinite
Active Retail Intelligence 11	Aug 2004	Aug 2013	Aug 2015	Indefinite
Active Retail Intelligence 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Active Retail Intelligence 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Active Retail Intelligence 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Active Retail Intelligence 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Active Retail Intelligence 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Active Retail Intelligence 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Active Retail Intelligence 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Advanced Clustering 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Advanced Clustering 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Advanced Inventory Planning 11.3	May 2005	May 2014	May 2017	Indefinite
Advanced Inventory Planning 11.4	Sep 2005	Sep 2014	Sep 2016	Indefinite
Advanced Inventory Planning 12.0	May 2007	May 2015	May 2018	Indefinite
Advanced Inventory Planning 12.1	Jan 2008	Jan 2013	Jan 2016	Indefinite
Advanced Inventory Planning 13.0	Jun 2008	Jun 2013	Jun 2016	Indefinite
Advanced Inventory Planning 13.1	Aug 2009	Aug 2014	Aug 2017	Indefinite
Advanced Inventory Planning 13.2	Oct 2010	Oct 2015	Oct 2018	Indefinite
Advanced Inventory Planning 13.3	May 2012	May 2017	May 2020	Indefinite
Advanced Inventory Planning 13.4	Dec 2012	Dec 2017	Dec 2020	Indefinite
Advanced Inventory Planning 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Advanced Inventory Planning 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Advanced Inventory Planning 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Allocation 9.2	Sep 2001	Sep 2008	Not Available	Indefinite
Allocation 10	Sep 2002	Sep 2015	Not Available	Indefinite
Allocation 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Allocation 11.1	Jun 2005	Jun 2012	Jun 2015	Indefinite
Allocation 12.0	Jun 2006	Dec 2019	Not Available	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Allocation 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Allocation 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Allocation 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Allocation 13.3	Jun 2013	Dec 2019	Dec 2022	Indefinite
Allocation 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Allocation 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Allocation 15.0	Dec 2015	Dec-2022	Dec 2025	Indefinite
Analytic Parameter Calculator for Replenishment Optimization 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Assort 10	Mar 2002	Mar 2014	Not Available	Indefinite
Assortment Planning 13.0	Dec 2008	Dec 2013	Dec 2016	Indefinite
Assortment Planning 13.1	Jan 2010	Jan 2015	Jan 2018	Indefinite
Assortment Planning 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Assortment Planning 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Assortment Planning 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Assortment Planning 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Assortment Planning 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Assortment Planning 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Back Office 1.0	Mar 2002	Mar 2009	Not Available	Indefinite
Back Office 1.5	Jan 2003	Jan 2010	Not Available	Indefinite
Back Office 12.0	Sep 2007	Sep 2015	Sep 2018	Indefinite
Back Office 13.0	Jul 2008	Jul 2013	Jul 2016	Indefinite
Back Office 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Back Office 13.2	Apr 2010	Apr 2015	Apr 2018	Indefinite
Back Office 13.3	Jan 2011	Jan 2016	Jan 2019	Indefinite
Back Office 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Back Office 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Back Office 2.0	Aug 2003	Aug 2010	Not Available	Indefinite
Back Office 6.1	May 2004	May 2011	Not Available	Indefinite
Back Office 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Back Office 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Back Office 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Business Intelligence Publisher 10.1.3.2 (for Store Inventory Management 12.0)	Sep 2007	Sep 2015	Sep 2018	Indefinite
Business Intelligence Publisher 10.1.3.4 (for Back Office 13.1.1)	Jul 2009	Jul 2014	Jul 2017	Indefinite
Business Intelligence Publisher 10.1.3.x (for Store Inventory Management 13.0)	Apr 2008	Apr 2013	Apr 2016	Indefinite
Business Intelligence Publisher 5.6.2 (for Back Office 12.0)	Sep 2007	Sep 2015	Sep 2018	Indefinite
Business Intelligence Publisher 5.6.2 (for Back Office 13.0)	Jul 2008	Jul 2013	Jul 2016	Indefinite
Calculation Engine 3.0	Sep 2004	Sep 2011	Not Available	Indefinite
Calculation Engine 4.0	Sep 2005	Sep 2010	Sep 2013	Indefinite
Category Management 12.0	Jun 2006	Jun 2013	Jun 2016	Indefinite
Category Management 12.1	Apr 2008	Jun 2013	Jun 2016	Indefinite
Category Management 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Category Management 13.1	Sep 2009	Sep 2014	Sep 2017	Indefinite
Category Management 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Category Management 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Category Management 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Category Management 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Category Management Planning & Optimization 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Central Office 1.9	May 2004	May 2011	Not Available	Indefinite
Central Office 12.0	Sep 2007	Sep 2015	Sep 2018	Indefinite
Central Office 13.0	Jul 2008	Jul 2013	Jul 2016	Indefinite
Central Office 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Central Office 13.2	Apr 2010	Apr 2015	Apr 2018	Indefinite
Central Office 13.3	Jan 2011	Jan 2016	Jan 2019	Indefinite
Central Office 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Central Office 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Central Office 2.0	Mar 2005	Mar 2012	Not Available	Indefinite
Central Office 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Clearance Optimization Engine 13.0	Dec 2008	Dec 2013	Dec 2016	Indefinite
Clearance Optimization Engine 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Clearance Optimization Engine 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Clearance Optimization Engine 13.3	Jan 2012	Jan 2017	Jan 2020	Indefinite
Clearance Optimization Engine 13.4	Dec 2012	Dec 2017	Dec 2020	Indefinite
Clearance Optimization Engine 14.x	Dec 2013	Dec 2020	Dec 2021	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Co-Managed Inventory – Demand Option Xt 6.0 Platform	Oct 2003	Oct 2010	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.1 Platform	Jan 2004	Jan 2011	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.2 Platform	May 2004	May 2011	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Co-Managed Inventory – Replenishment Option Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Co-Managed Inventory Xt 6.0 Platform	Oct 2003	Oct 2010	Not Available	Indefinite
Co-Managed Inventory Xt 6.1 Platform	Jan 2004	Jan 2011	Not Available	Indefinite
Commerce 10	Jan 2002	Jan 2009	Not Available	Indefinite
Commerce 2.2	Jan 2000	Jan 2007	Not Available	Indefinite
Curve 10	Feb 2002	Feb 2009	Not Available	Indefinite
Curve 10.5	Jan 2004	Jan 2011	Not Available	Indefinite
Curve 11.1	Apr 2005	Apr 2010	Apr 2013	Indefinite
Customer Analytics 13.3	Jun 2012	Dec 2019	Dec 2022	Indefinite
Customer Analytics 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Customer Analytics 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Customer Insights 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Customer Order Management 10	Mar 2002	Mar 2009	Not Available	Indefinite
Customer Order Management 10.5	Feb 2004	Feb 2011	Not Available	Indefinite
Customer Order Management 11	Oct 2004	Oct 2009	Oct 2012	Indefinite
Data Warehouse 10	Mar 2002	Mar 2014	Not Available	Indefinite
Data Warehouse 10.1	Jul 2002	Jul 2014	Not Available	Indefinite
Data Warehouse 10.2	Nov 2002	Nov 2015	Not Available	Indefinite
Data Warehouse 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Data Warehouse 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Data Warehouse 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Data Warehouse 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Data Warehouse 9.1	Oct 2000	Oct 2007	Not Available	Indefinite
Data Warehouse 9.2	Jul 2001	Jul 2008	Not Available	Indefinite
Data Warehouse 9.3	Feb 2002	Feb 2009	Not Available	Indefinite
Decentralized Inventory Management 1.0	Jan 2003	Jan 2010	Not Available	Indefinite
Decentralized Inventory Management 2.0	Aug 2003	Aug 2010	Not Available	Indefinite
Decentralized Inventory Management 3.0	Mar 2005	Mar 2012	Not Available	Indefinite

### Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Demand Forecasting 9.1	May 2000	May 2014	Not Available	Indefinite
Demand Forecasting 9.5	Mar 2002	Mar 2009	Not Available	Indefinite
Demand Forecasting 10	Mar 2002	Mar 2009	Not Available	Indefinite
Demand Forecasting 10.5	Jan 2004	Jan 2015	Not Available	Indefinite
Demand Forecasting 11.1	Apr 2005	Apr 2014	Apr 2017	Indefinite
Demand Forecasting 12.0	Jun 2006	Jun 2014	Jun 2017	Indefinite
Demand Forecasting 12.1	Jun 2007	Jun 2015	Jun 2018	Indefinite
Demand Forecasting 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Demand Forecasting 13.1	Sep 2009	Sep 2014	Sep 2017	Indefinite
Demand Forecasting 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Demand Forecasting 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Demand Forecasting 13.4	Feb 2012	Feb 2017	Feb 2020	Indefinite
Demand Forecasting 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Demand Forecasting 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Demand Forecasting 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Distribution Management 10	Mar 2002	Mar 2009	Not Available	Indefinite
Distribution Management 10.1	Jul 2002	Jul 2009	Not Available	Indefinite
Distribution Management 10.2	Nov 2002	Nov 2009	Not Available	Indefinite
Distribution Management 10.3	Jun 2003	Jun 2014	Not Available	Indefinite
Distribution Management 10.4	Feb 2004	Feb 2012	Not Available	Indefinite
Distribution Management 8	Jan 2000	Jan 2007	Not Available	Indefinite
Distribution Management 9	Mar 2000	Mar 2007	Not Available	Indefinite
Distribution Management 9.1	May 2000	May 2007	Not Available	Indefinite
Distribution Management 9.2	Jan 2001	Jan 2008	Not Available	Indefinite
Exchange v 6.1	Jan 2004	Jan 2011	Not Available	Indefinite
Exchange v 6.2	May 2004	May 2011	Not Available	Indefinite
Exchange v 6.3	Oct 2004	Oct 2009	Oct 2012	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Extract Transform and Load 1.6	May 2002	May 2009	Not Available	Indefinite
Extract Transform and Load 1.7	Jul 2002	Jul 2009	Not Available	Indefinite
Extract Transform and Load 10.2	Sep 2002	Sep 2013	Not Available	Indefinite
Extract Transform and Load 10.3	Dec 2002	Dec 2014	Not Available	Indefinite
Extract Transform and Load 11	Jun 2003	Jun 2008	Jun 2011	Indefinite
Extract Transform and Load 11.1	Sep 2003	Sep 2008	Sep 2011	Indefinite
Extract Transform and Load 11.2	Aug 2004	Aug 2009	Aug 2012	Indefinite
Extract Transform and Load 11.3	Aug 2005	Aug 2013	Aug 2016	Indefinite
Extract Transform and Load 12.0	Jun 2006	Jun 2014	Jun 2017	Indefinite
Extract Transform and Load 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Extract Transform and Load 13.1	Jun 2009	Jun 2014	Jun 2017	Indefinite
Extract Transform and Load 13.2	Jan 2011	Jan 2016	Jan 2019	Indefinite
Fiscal Management 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Fiscal Management 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Financial Interface 8	Jun 1999	Jun 2006	Not Available	Indefinite
Financial Interface 9	May 2000	May 2007	Not Available	Indefinite
Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and EBusiness Suite Financials	Oct 2009	Dec 2019	Not Available	Indefinite
Grade 11.1	Sep 2004	Sep 2009	Sep 2012	Indefinite
Grade 9.1	May 2000	May 2007	Not Available	Indefinite
Integration Bus 10	Mar 2002	Mar 2013	Not Available	Indefinite
Integration Bus 10.1	Jun 2002	Jun 2013	Not Available	Indefinite
Integration Bus 10.2	Jan 2003	Jan 2013	Not Available	Indefinite
Integration Bus 10.3	Jun 2003	Jun 2014	Not Available	Indefinite
Integration Bus 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Integration Bus 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Integration Bus 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Integration Bus 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Integration Bus 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Integration Bus 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Integration Bus 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Integration Bus 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Invoice Matching 10.2	Jun 2003	Jun 2015	Not Available	Indefinite
Invoice Matching 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Invoice Matching 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Invoice Matching 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Invoice Matching 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Invoice Matching 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Invoice Matching 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Invoice Matching 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Invoice Matching 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Item Planning 12.0	Jun 2006	Jun 2013	Jun 2016	Indefinite
Item Planning 12.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
Item Planning 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Item Planning 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Item Planning 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Item Planning 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Item Planning 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Item Planning 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Item Planning 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Labels & Tags 13.0	Jul 2008	Jul 2013	Mar 2015	Not Available
Labels & Tags 13.1	Jul 2009	Jul 2014	Mar 2015	Not Available
Labels & Tags 13.2	Apr 2010	Apr 2015	Mar 2015	Not Available
Labels & Tags 13.3	Jan 2011	Jan 2016	Mar 2015	Not Available
Macro Space Optimization 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Markdown Optimization 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Markdown Optimization 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Markdown Optimization 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Markdown Optimization 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Markdown Optimization 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Merchandise Financial Planning 12.0	Jun 2006	Jun 2013	Jun 2016	Indefinite
Merchandise Financial Planning 12.1	May 2007	May 2012	May 2015	Indefinite
Merchandise Financial Planning 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Merchandise Financial Planning 13.1	Jan 2010	Jan 2015	Jan 2018	Indefinite
Merchandise Financial Planning 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Merchandise Financial Planning 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Merchandise Financial Planning 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Merchandise Financial Planning 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Merchandise Financial Planning 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Merchandise Financial Planning 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Merchandising Analytics 13.2	Mar 2011	Dec 2019	Dec 2022	Indefinite
Merchandising Analytics 13.3	Jun 2012	Dec 2019	Dec 2022	Indefinite
Merchandising Analytics 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Merchandising Analytics 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Merchandising Insights 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control	Jan 2009	Dec 2019	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 8	Jun 1999	Jun 2006	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 9	May 2000	May 2014	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.1	Jun 2002	Jun 2015	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.2	Mar 2004	Mar 2015	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.6	Feb 2004	Feb 2015	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Merchandising System (RMS, ReSA, RTM) 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 12.1	Oct 2008	Dec 2019	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Merchandising System (RMS, ReSA, RTM) 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Merchandising System (RMS, ReSA, RTM) 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Merchandising System (RMS, ReSA, RTM) 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Merchant Desktop 1.1	Aug 2005	Aug 2010	Aug 2013	Indefinite
Merchant Desktop 1.2	Sep 2005	Sep 2010	Sep 2013	Indefinite
Merchant Desktop 1.3	Oct 2005	Oct 2010	Oct 2013	Indefinite
Mobile Point-of-Service 1.0	Oct 2000	Oct 2007	Not Available	Indefinite
Mobile Point-of-Service 1.5	Jan 2001	Jan 2008	Not Available	Indefinite
Mobile Point-of-Service 12.0	Sep 2007	Sep 2015	Sep 2018	Indefinite
Mobile Point-of-Service 7.1	Oct 2005	Oct 2012	Not Available	Indefinite

### Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Mobile Point-of-Service 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Mobile Store Inventory Management 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Mobile Store Inventory Management 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Mobile Store Inventory Management 13.2	Mar 2010	Dec 2019	Dec 2022	Indefinite
Mobile Store Inventory Management 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Mobile Store Inventory Management 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Mobile Store Inventory Management 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Navigator 11	Jan 2005	Jan 2010	Jan 2013	Indefinite
Navigator 11.1	May 2005	May 2010	May 2013	Indefinite
Place 2.3	Jun 2005	Jun 2010	Jun 2013	Indefinite
Plan Pre-Season 2.0	Jan 2005	Jan 2012	Not Available	Indefinite
Plan Pre-Season 2.1	Mar 2005	Mar 2010	Mar 2013	Indefinite
Plan Pre-Season 2.5	Jun 2006	Jun 2011	Jun 2014	Indefinite
Platform 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Point-of-Sale 10.4	Oct 2004	Oct 2012	Not Available	Indefinite
Point-of-Sale 11	Dec 2004	Dec 2009	Dec 2012	Indefinite
Point-of-Sale 11.1	July 2006	July 2012	July 2015	Indefinite
Point-of-Service 4.0	Jan 2001	Jan 2008	Not Available	Indefinite
Point-of-Service 5.0	Mar 2002	Mar 2009	Not Available	Indefinite
Point-of-Service 5.1	Dec 2002	Dec 2009	Not Available	Indefinite
Point-of-Service 5.5	Jan 2003	Jan 2010	Not Available	Indefinite
Point-of-Service 6.0	Aug 2003	Aug 2010	Not Available	Indefinite
Point-of-Service 6.1	May 2004	May 2011	Not Available	Indefinite
Point-of-Service 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Point-of-Service 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Point-of-Service 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Point-of-Service 12.0	Sep 2007	Sep 2015	Sep 2018	Indefinite
Point-of-Service 13.0	Jul 2008	Jul 2013	Jul 2016	Indefinite
Point-of-Service 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Point-of-Service 13.2	Apr 2010	Apr 2015	Apr 2018	Indefinite
Point-of-Service 13.3	Jan 2011	Jan 2016	Jan 2019	Indefinite
Point-of-Service 13.4	Dec 2011	Dec 2016	Dec 2019	Indefinite
Point-of-Service 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Point-of-Service 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Portal 11	Aug 2004	Aug 2009	Aug 2012	Indefinite
Predictive Application Server 9.4	May 2000	May 2007	Not Available	Indefinite
Predictive Application Server 11	Sep 2002	Sep 2007	Sep 2010	Indefinite
Predictive Application Server 11.1	Sep 2004	Sep 2012	Sep 2015	Indefinite
Predictive Application Server 11.2	Sep 2005	Sep 2010	Sep 2013	Indefinite
Predictive Application Server 12.0	Jun 2006	Jun 2013	Jun 2016	Indefinite
Predictive Application Server 12.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
Predictive Application Server 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Predictive Application Server 13.1	Sep 2009	Sep 2014	Sep 2017	Indefinite
Predictive Application Server 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Predictive Application Server 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Predictive Application Server 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Predictive Application Server 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Predictive Application Server 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Predictive Application Server 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Price Management 9	Jan 2001	Jan 2008	Not Available	Indefinite
Price Management 10.1	Oct 2002	Oct 2012	Not Available	Indefinite
Price Management 11	Oct 2004	Oct 2012	Oct 2015	Indefinite
Price Management 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Price Management 12.1	Oct 2008	Jun 2014	Dec 2019	Indefinite
Price Management 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Price Management 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Price Management 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Price Management 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Price Management 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Price Management 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Price Optimization 12.0	Jul 2006	Jul 2013	Jul 2016	Indefinite
Price Optimization 3.2	Apr 2004	Apr 2012	Not Available	Indefinite
Price Optimization 4.0	Sep 2004	Sep 2009	Sep 2012	Indefinite
Price Optimization 4.1	Jan 2005	Jan 2012	Jan 2015	Indefinite
Price Optimization 4.5	Sep 2005	Sep 2012	Sep 2015	Indefinite

### Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Pricing-for-Profit 2.7	Jul 2003	Jan 2010	Not Available	Indefinite
Pricing-for-Profit 2.8	Sep 2003	Sep 2010	Not Available	Indefinite
Pricing-for-Profit 3.0	Oct 2003	Oct 2010	Not Available	Indefinite
Promote 10	Mar 2002	Mar 2009	Not Available	Indefinite
Promote 10.5	Jan 2004	Jan 2011	Not Available	Indefinite
Promote 11.1	Apr 2005	Apr 2010	Apr 2013	Indefinite
Promotion Intelligence 12.1	Oct 2007	Oct 2012	Oct 2015	Indefinite
Promotion Intelligence 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Promotion Intelligence 13.1	Oct 2009	Oct 2014	Oct 2017	Indefinite
Promotion Intelligence 13.2	May 2010	May 2015	May 2018	Indefinite
Promotion Planning and Optimization 12.1	Oct 2007	Oct 2012	Oct 2015	Indefinite
Promotion Planning and Optimization 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Promotion Planning and Optimization 13.1	Oct 2009	Oct 2014	Oct 2017	Indefinite
Promotion Planning and Optimization 13.2	May 2010	May 2015	May 2018	Indefinite
Promotion Planning Xt 6.2 Platform	May 2004	May 2011	Not Available	Indefinite
Promotion Planning Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Replenishment Optimization 9	May 2000	May 2007	Not Available	Indefinite
Regular Price Optimization 13.0	May 2008	May 2013	May 2016	Indefinite
Regular Price Optimization 13.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Regular Price Optimization 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
Regular Price Optimization 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Regular Price Optimization 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite
Regular Price Optimization 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Regular Price Optimization 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Regular Price Optimization 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Replenishment Optimization 10	Mar 2002	Mar 2009	Not Available	Indefinite
Replenishment Optimization 10.1	Sep 2003	Sep 2010	Not Available	Indefinite
Replenishment Optimization 10.2	Jan 2003	Jan 2010	Not Available	Indefinite
Replenishment Optimization 12.1	Aug 2007	Aug 2014	Aug 2017	Indefinite
Replenishment Optimization 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Replenishment Optimization 13.1	Oct 2009	Oct 2014	Oct 2017	Indefinite
Replenishment Optimization 13.2	Jul 2010	Jul 2015	Jul 2018	Indefinite

## Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Replenishment Optimization 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Replenishment Optimization 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Replenishment Optimization 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Retail.com - Oracle Retail Design 12.0	Hosted	Indefinite	Not Available	Not Available
Retail.com - Oracle Retail Design 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite
Retail.com - Oracle Retail Webtrack 12.0	Hosted	Indefinite	Not Available	Not Available
Retail.com - Oracle Retail Webtrack 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite
Returns Management 2.0	Nov 2007	Nov 2015	Nov 2018	Indefinite
Returns Management 2.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
Returns Management 2.2	Apr 2010	Apr 2015	Apr 2018	Indefinite
Returns Management 2.3	Jan 2011	Jan 2016	Jan 2019	Indefinite
Returns Management 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Returns Management 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
RPAS for Item Planning 10	Sep 2003	Sep 2014	Not Available	Indefinite
RPAS for Item Planning 9.4 KeyPlan	Mar 2002	Mar 2009	Not Available	Indefinite
RPAS for Merchandise Financial Planning 10.5	Sep 2003	Sep 2014	Not Available	Indefinite
RPAS for Merchandise Financial Planning 9.4 (TopPlan)	Mar 2002	Mar 2009	Not Available	Indefinite
Security Manager 11	Jan 2005	Jan 2010	Jan 2013	Indefinite
Security Manager 11.1	May 2005	May 2012	May 2013	Indefinite
Service Layer 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Service Layer 11.1	May 2005	May 2013	May 2016	Indefinite
Service Layer 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Service Layer 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Signs 13.0	Jul 2008	Jul 2013	Mar 2015	Not Available
Signs 13.1	Jul 2009	Jul 2014	Mar 2015	Not Available
Signs 13.2	Apr 2010	Apr 2015	Mar 2015	Not Available
Signs 13.3	Jan 2011	Jan 2016	Mar 2015	Not Available
Size Profile Optimization 1	Jul 2010	Jul 2015	Jul 2018	Indefinite
Size Profile Optimization 13.0	Jun 2008	Jun 2013	Jun 2016	Indefinite
Size Profile Optimization 13.1	Jan 2010	Jan 2015	Jan 2018	Indefinite
Size Profile Optimization 13.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Size Profile Optimization 13.4	Jun 2012	Jun 2017	Jun 2020	Indefinite

### Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Size Profile Optimization 14.0	Dec 2013	Dec 2018	Dec 2021	Indefinite
Size Profile Optimization 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
Size Profile Optimization 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
Store Inventory Management 10.3	Dec 2003	Dec 2010	Not Available	Indefinite
Store Inventory Management 10.4	Oct 2004	Oct 2015	Not Available	Indefinite
Store Inventory Management 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Store Inventory Management 11.1	Jul 2006	Jul 2014	Jul 2017	Indefinite
Store Inventory Management 12.0	Sep 2007	Dec 2019	Not Available	Indefinite
Store Inventory Management 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Store Inventory Management 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Store Inventory Management 13.2	Mar 2010	Dec 2019	Dec 2022	Indefinite
Store Inventory Management 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Store Inventory Management 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Store Inventory Management 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Store Replenishment Planning 9.1.5	Jan 2003	Jan 2008	Jan 2011	Indefinite
Store Systems 9.3	Aug 2002	Aug 2009	Not Available	Indefinite
Store Systems 9	Oct 2000	Oct 2014	Not Available	Indefinite
Store Systems 10	Nov 2003	Nov 2013	Not Available	Indefinite
Supply Chain Optimization 10.3	Jul 2003	Jul 2010	Not Available	Indefinite
Supply Chain Optimization 10.4	Nov 2004	Nov 2012	Not Available	Indefinite
Supply Chain Optimization 12.0	Feb 2007	Feb 2012	Feb 2015	Indefinite
Supply Chain Optimization 12.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Tour Guide 4.0	Jan 2001	Jan 2008	Not Available	Indefinite
Tour Guide 5.0	Mar 2002	Mar 2009	Not Available	Indefinite
Tour Guide 5.1	Dec 2002	Dec 2009	Not Available	Indefinite
Tour Guide 5.5	Jan 2003	Jan 2010	Not Available	Indefinite
Tour Guide 6.0	Aug 2003	Aug 2010	Not Available	Indefinite
Tour Guide 6.1	May 2004	May 2011	Not Available	Indefinite
Tour Guide 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Tour Guide 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Value Chain Collaboration 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite
Value Chain Collaboration 12.1	Apr 2007	Apr 2012	Apr 2015	Indefinite

### Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Value Chain Collaboration 13.0	Oct 2008	Oct 2013	Oct 2016	Indefinite
Vendor Managed Inventory 9.1	May 2000	May 2007	Not Available	Indefinite
Warehouse Management System 12.0	Jun 2006	Dec 2019	Not Available	Indefinite
Warehouse Management System 13.0	Apr 2008	Dec 2019	Not Available	Indefinite
Warehouse Management System 13.1	Jun 2009	Dec 2019	Not Available	Indefinite
Warehouse Management System 13.2	Jan 2011	Dec 2019	Dec 2022	Indefinite
Warehouse Management System 14.0	Dec 2013	Dec 2020	Dec 2023	Indefinite
Warehouse Management System 14.1	Dec 2014	Dec 2021	Dec 2024	Indefinite
Warehouse Management System 15.0	Dec 2015	Dec 2022	Dec 2025	Indefinite
Workbench 10	Mar 2002	May 2009	Not Available	Indefinite
Workbench 10.1	Oct 2003	Oct 2010	Not Available	Indefinite
Workspace 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Workspace 13.1	Jun 2009	Jun 2014	Jun 2017	Indefinite

The Oracle Retail products will fall under the Oracle Lifetime Support Policy components and time frames beginning with Release 11 of the products. There are selected earlier releases that will also adhere to the Oracle Lifetime Support Policy time frames. Releases that do not adhere to the current Oracle Lifetime Support Policy time frames will receive limited Premier Support components: access to new releases, technical support, and updates and fixes. Prior releases not listed on the chart will receive indefinite Sustaining Support.\*If it has been sold as a component of another application, Calculation Engine will be supported as long as the specific application release is supported.

## Oracle's Advanced Visual Technology Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Retail Focus 4.7.030	Jan 2005	Dec 2010	Not Available	Indefinite
Retail Focus 4.8.004	Jun 2006	Dec 2010	Not Available	Indefinite
Retail Focus 4.8.016	Jul 2007	Dec 2010	Not Available	Indefinite
Retail Focus 4.9.006	Oct 2008	Oct 2013	Not Available	Indefinite
Retail Focus 4.9.20	Feb 2010	Feb 2015	Not Available	Indefinite
Retail Focus Enterprise 4.8.004	Jun 2006	Dec 2010	Not Available	Indefinite
Retail Focus Enterprise 4.8.016	Jul 2007	Dec 2010	Not Available	Indefinite
Retail Focus Enterprise 4.9.006	Oct 2008	Oct 2013	Not Available	Indefinite
Retail Focus Enterprise 4.9.20	Feb 2010	Feb 2015	Not Available	Indefinite
Retail Focus Enterprise 4.9.20	Feb 2010	Feb 2015	Not Available	Indefinite
Retail Focus Merchandiser 5.2.007	Aug 2007	Dec 2010	Not Available	Indefinite
Retail Focus Merchandiser 5.2.10	Dec 2007	Dec 2010	Not Available	Indefinite
Retail Focus Merchandiser 5.4.6	Nov 2008	Dec 2010	Not Available	Indefinite
eViewer 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eViewer 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eMaintenance 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eMaintenance 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eMerchandiser 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eMerchandiser 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eDesigner 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eDesigner 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eReporting 7.10.3077	Dec 2007	Dec 2010	Not Available	Indefinite
eReporting Ad Hoc 7.10.3077	Dec 2007	Dec 2010	Not Available	Indefinite
Macro Space Management 5.4	Dec 2008	Dec 2013	Dec 2016	Indefinite
Macro Space Management 13.2	Sep 2010	Sep 2015	Sep 2018	Indefinite
Macro Space Management 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite
In-Store Space Collaboration 5.4	Dec 2008	Dec 2013	Dec 2016	Indefinite
In-Store Space Collaboration 13.2	Sep 2010	Sep 2015	Sep 2018	Indefinite
In-Store Space Collaboration 14.1	Dec 2014	Dec 2019	Dec 2022	Indefinite

## Oracle's MICROS Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
ARSPOS 9.0	Dec 2010	Sep 2016	Not Available	Indefinite
Authserv (All versions)	Jan 2002	Jan 2007	Not Available	Indefinite
BA (Business Analytics) (All versions)	Not Available	Feb 2018	Not Available	Indefinite
Balance 3	Jun 1999	Jun 2004	Not Available	Indefinite
Balance 6	Jun 2004	Jun 2009	Not Available	Indefinite
Balance 6.2	Jun 2006	Jun 2011	Not Available	Indefinite
Balance 6.5	Jun 2007	Jun 2012	Not Available	Indefinite
Balance 6.7	Jun 2009	Sep 2016	Not Available	Indefinite
Balance 6.8	Dec 2009	Sep 2016	Not Available	Indefinite
Balance 7	Jun 2010	Dec 2018	Not Available	Indefinite
C2 1.0	Aug 2013	Aug 2018	Not Available	Indefinite
C2 1.4	Feb 2014	Feb 2019	Not Available	Indefinite
Charm (All versions)	Jun 2005	Jun 2010	Not Available	Indefinite
Classic WFM 5.08	Jun 2005	Jun 2010	Not Available	Indefinite
Communication Manager, comMA (All versions)	Jun 2006	Jun 2011	Not Available	Indefinite
Compass 4.2	Jun 2005	Jun 2010	Not Available	Indefinite
Complete ERP 3	Not Available	Dec 2018	Not Available	Indefinite
Complete ERP 4	Not Available	Dec 2018	Not Available	Indefinite
Complete ERP 5	Not Available	Dec 2018	Not Available	Indefinite
Complete Trader (All versions)	Not Available	Dec 2018	Not Available	Indefinite
Convenience, Fuel Solutions (CFS) (Iridium 2) 1.32K	Mar 2015	Mar 2020	Not Available	Indefinite
Convenience, Fuel Solutions (CFS) (Iridium 2) 2.8.1.132L	Mar 2015	Mar 2020	Not Available	Indefinite
Convenience, Fuel Solutions (CFS) (Prism 2) 3.6.3	Mar 2015	Mar 2020	Not Available	Indefinite
Creations (Gen 2 - Managed Hosted) Creations 2	Apr 2015	Apr 2020	Not Available	Indefinite
Creations 3.4.1 Gen 1	Apr 2014	Apr 2019	Not Available	Indefinite
Creations Manufacturing 3.1	Jun 2011	Dec 2016	Not Available	Indefinite
Creations Manufacturing 3.2	Mar 2012	Mar 2017	Not Available	Indefinite
Creations Manufacturing 3.3	Apr 2013	Apr 2018	Not Available	Indefinite
Creations Manufacturing 3.4	Apr 2014	Apr 2019	Not Available	Indefinite
Creations Manufacturing 3.5	Apr 2015	Apr 2020	Not Available	Indefinite
CTN 4.100304	Mar 2010	Mar 2015	Not Available	Indefinite

### Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CWCollaborate 3.6	Aug 2007	Aug 2012	Not Available	Indefinite
CWData & Analytics 11	Aug 2007	Aug 2012	Not Available	Indefinite
CWData & Analytics 11.5	Dec 2007	Dec 2012	Not Available	Indefinite
CWData & Analytics 12	Jun 2008	Jun 2013	Not Available	Indefinite
CWData & Analytics 12.5	Jul 2009	Sep 2016	Not Available	Indefinite
CWData & Analytics 14	May 2011	Sep 2016	Not Available	Indefinite
CWData & Analytics 15	Dec 2012	Dec 2017	Not Available	Indefinite
CWData & Analytics 16	Dec 2013	Dec 2018	Not Available	Indefinite
CWData & Analytics 17	Apr 2014	Apr 2019	Not Available	Indefinite
CWData & Analytics 18	Feb 2015	Feb 2020	Not Available	Indefinite
CWDirect 7	Jun 2003	Jun 2008	Not Available	Indefinite
CWDirect 10	Jul 2006	Jul 2011	Not Available	Indefinite
CWDirect 10.5	Apr 2007	Apr 2012	Not Available	Indefinite
CWDirect 11	Aug 2007	Aug 2012	Not Available	Indefinite
CWDirect 11.5	Dec 2007	Dec 2012	Not Available	Indefinite
CWDirect 12	Jun 2008	Jun 2013	Not Available	Indefinite
CWDirect 12.5	Jul 2009	Sep 2016	Not Available	Indefinite
CWDirect 13	Mar 2010	Sep 2016	Not Available	Indefinite
CWDirect 14	May 2011	Sep 2016	Not Available	Indefinite
CWDirect 15	Dec 2012	Dec 2017	Not Available	Indefinite
CWDirect 16	Dec 2013	Dec 2018	Not Available	Indefinite
CWDirect 17	Apr 2014	Apr 2019	Not Available	Indefinite
CWDirect 18	Feb 2015	Feb 2020	Not Available	Indefinite
CWIntegrate 2.1	Feb 2004	Feb 2009	Not Available	Indefinite
CWIntegrate 4.2	Apr 2004	Apr 2009	Not Available	Indefinite
CWIntegrate 4.3	Nov 2009	Sep 2016	Not Available	Indefinite
CWStore 10	Nov 2006	Nov 2011	Not Available	Indefinite
CWStore 10.5	Mar 2007	Mar 2012	Not Available	Indefinite
CWStore 11	Aug 2007	Aug 2012	Not Available	Indefinite
CWStore 12	Jun 2009	Sep 2016	Not Available	Indefinite
CWStore 13	May 2010	Sep 2016	Not Available	Indefinite
CWValueCard 2	Aug 2007	Aug 2012	Not Available	Indefinite
CWValueCard 2.5	Aug 2008	Aug 2013	Not Available	Indefinite

## Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CWValueCard 3	Dec 2008	Dec 2013	Not Available	Indefinite
DAS (All versions)	Oct 2008	Oct 2013	Not Available	Indefinite
dStore (All versions)	Jan 2010	Mar 2015	Not Available	Indefinite
EFTLink 1.1.12	Jun 2007	Jun 2012	Not Available	Indefinite
EFTLink 1.1.28	Jun 2008	Jun 2013	Not Available	Indefinite
EFTLink 1.1.32	Jun 2009	Sep 2016	Not Available	Indefinite
EFTLink 1.1.6	Jun 2006	Jun 2011	Not Available	Indefinite
EFTLink 1.1.47	Jun 2010	Sep 2016	Not Available	Indefinite
EFTLink 1.1.74	Jun 2011	Sep 2016	Not Available	Indefinite
EFTLink 1.1.97	Jun 2012	Jun 2017	Not Available	Indefinite
EFTLink 1.1.104	Jun 2013	Jun 2018	Not Available	Indefinite
EFTLink 1.1.114	Jun 2014	Jun 2019	Not Available	Indefinite
EFTLink 15.0	Dec 2015	Dec 2020	Dec 2023	Indefinite
eOne 6.5	Jan 2007	Jan 2012	Not Available	Indefinite
eOne 9	Jul 2009	Sep 2016	Not Available	Indefinite
eOne 11	Mar 2011	Sep 2016	Not Available	Indefinite
eOne 12.5	Jul 2013	Jul 2018	Not Available	Indefinite
eOne 13	Jul 2014	Jul 2019	Not Available	Indefinite
Figure Gemini (All versions)	Jan 2007	Jan 2012	Not Available	Indefinite
Galaxy (All versions)	Dec 2005	Dec 2010	Not Available	Indefinite
INKA 1.x	Not Available	Not Available	Not Available	Indefinite
INKA 2.x	Not Available	Not Available	Not Available	Indefinite
InStore Plus	Not Available	Not Available	Not Available	Indefinite
Locate (Order Broker) 2.1	May 2009	Sep 2016	Not Available	Indefinite
Locate (Order Broker) 3.1	Jun 2011	Sep 2016	Not Available	Indefinite
Locate (Order Broker) 4.1	Oct 2012	Oct 2017	Not Available	Indefinite
Locate (Order Broker) 5	Dec 2013	Dec 2018	Not Available	Indefinite
Locate (Order Broker) 5.1	May 2014	May 2019	Not Available	Indefinite
Locate (Order Broker) 5.2	Dec 2014	Dec 2019	Not Available	Indefinite
Lucas 2.5.3	Oct 2004	Oct 2009	Not Available	Indefinite

### Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Lucas 2.7.3	Apr 2008	Apr 2013	Not Available	Indefinite
Lucas 2.8.1	May 2009	May 2014	Not Available	Indefinite
Lucas 2.9.0	Sep 2010	Dec 2016	Not Available	Indefinite
Lucas 2.9.1 (2_9 Build 420)	Sep 2012	Sep 2017	Not Available	Indefinite
Lucas 2.9.2 (2_9 Build 585)	May 2013	May 2018	Not Available	Indefinite
Lucas 2.9.3 (2_9 Build 623)	Jul 2013	Jul 2018	Not Available	Indefinite
Lucas 2.9.4 (2_9 Build 674)	Sep 2013	Sep 2018	Not Available	Indefinite
Lucas 2.9.5 (2_9 Build 862)	May 2014	May 2019	Not Available	Indefinite
Merchandise Planning 2.9.8	Nov 2014	Nov 2019	Not Available	Indefinite
miStore 1.2	Sep 2012	Sep 2017	Not Available	Indefinite
miStore 1.3	Feb 2013	Feb 2018	Not Available	Indefinite
miStore 1.4	Sep 2013	Sep 2018	Not Available	Indefinite
miStore 1.5	Nov 2013	Nov 2018	Not Available	Indefinite
miStore 1.6	Jun 2014	Jun 2019	Not Available	Indefinite
My Retail Assistant (Retail Process Modeler Extension) 3.120.0	Dec 2014	Dec 2019	Not Available	Indefinite
myCreations 1.3	Jan 2013	Jan 2018	Not Available	Indefinite
myCreations 1.6	Aug 2013	Aug 2018	Not Available	Indefinite
myCreations 1.8	Jun 2014	Jun 2019	Not Available	Indefinite
myCreations 1.9	Nov 2014	Nov 2019	Not Available	Indefinite
NOVA (All versions)	Aug 2013	Aug 2018	Not Available	Indefinite
OCP (Open Commerce Platform) 6.0	Nov 2014	Nov 2019	Not Available	Indefinite
OCP (Open Commerce Platform) 1.2	Feb 2005	Feb 2010	Not Available	Indefinite
OCP (Open Commerce Platform) 1.4	Dec 2005	Dec 2010	Not Available	Indefinite
OCP (Open Commerce Platform) 2.0	Aug 2006	Aug 2011	Not Available	Indefinite
OCP (Open Commerce Platform) 2.2	Dec 2006	Dec 2011	Not Available	Indefinite
OCP (Open Commerce Platform) 2.3	May 2007	May 2012	Not Available	Indefinite
OCP (Open Commerce Platform) 2.4	Sep 2007	Sep 2012	Not Available	Indefinite
OCP (Open Commerce Platform) 3.0	Aug 2008	Aug 2013	Not Available	Indefinite
OCP (Open Commerce Platform) 3.2	Sep 2009	Sep 2016	Not Available	Indefinite
OCP (Open Commerce Platform) 3.3	Dec 2009	Sep 2016	Not Available	Indefinite

## Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
OCP (Open Commerce Platform) 3.4	Jul 2010	Sep 2016	Not Available	Indefinite
OCP (Open Commerce Platform) 4	Dec 2011	Dec 2016	Not Available	Indefinite
OCP (Open Commerce Platform) 5.0	Jul 2012	Jul 2017	Not Available	Indefinite
OCP (Open Commerce Platform) 5.1	Nov 2013	Nov 2018	Not Available	Indefinite
OCP (Open Commerce Platform) 5.3	Mar 2014	Mar 2019	Not Available	Indefinite
Oscar OSCAR-POS43	Sep 2008	Sep 2013	Not Available	Indefinite
Oscar OSCAR-POS44	Jan 2009	Jan 2014	Not Available	Indefinite
Oscar OSCAR-POS45	Nov 2009	Dec 2016	Not Available	Indefinite
PIM (Product Information Management) 2.x	Oct 2013	Oct 2018	Not Available	Indefinite
Power for Convenience (P4C) 16.8	Aug 2011	Dec 2016	Not Available	Indefinite
Power for Retail 46.14	Nov 2010	Dec 2016	Not Available	Indefinite
PPM (People and Performance Management) 1.11.3	Nov 2006	Nov 2011	Not Available	Indefinite
PPM (People and Performance Management) 1.32.1	Nov 2009	Sep 2016	Not Available	Indefinite
PPM (People and Performance Management) 1.56.2	Dec 2012	Dec 2017	Not Available	Indefinite
PPM (People and Performance Management) 1.60.7	Feb 2015	Feb 2020	Not Available	Indefinite
PPM (People and Performance Management) 1.62.1	Nov 2014	Nov 2019	Not Available	Indefinite
PPM (People and Performance Management) 1.64	Jul 2015	Jul 2020	Not Available	Indefinite
Prism/Iridium 12	Dec 2008	Dec 2013	Not Available	Indefinite
Prism/Iridium 14	Dec 2009	Dec 2014	Not Available	Indefinite
Prism/Iridium 15	Dec 2013	Dec 2018	Not Available	Indefinite
Relate 7.0	Apr 2008	Apr 2013	Not Available	Indefinite
Relate 7.5	Jan 2009	Jan 2014	Not Available	Indefinite
Relate 7.8	May 2009	May 2014	Not Available	Indefinite
Relate 8.0	Jan 2010	Sep 2016	Not Available	Indefinite
Relate 8.5	May 2010	Sep 2016	Not Available	Indefinite
Relate 8.8	Sep 2010	Sep 2016	Not Available	Indefinite
Relate 8.9	Feb 2011	Sep 2016	Not Available	Indefinite
Relate 9.0	Sep 2011	Sep 2016	Not Available	Indefinite
Relate 9.5	Mar 2012	Mar 2017	Not Available	Indefinite
Relate 9.6	Jun 2012	Jun 2017	Not Available	Indefinite
Relate 9.7	Sep 2012	Sep 2017	Not Available	Indefinite

### Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Relate 10.0	May 2013	May 2018	Not Available	Indefinite
Relate 10.5	Sep 2013	Sep 2018	Not Available	Indefinite
Relate 10.8	Jan 2014	Jan 2019	Not Available	Indefinite
Relate 11.0	Aug 2014	Aug 2019	Not Available	Indefinite
Relate 11.1	Dec 2014	Dec 2019	Not Available	Indefinite
Relate 11.4	Mar 2015	Mar 2020	Not Available	Indefinite
Retail Hub (All versions)	Not Available	Jun 2018	Not Available	Indefinite
Retail-J 1.4.7	Jun 2005	Jun 2010	Not Available	Indefinite
Retail-J 1.5.10	Jan 2008	Jan 2013	Not Available	Indefinite
Retail-J 1.5.11	Nov 2008	Nov 2013	Not Available	Indefinite
Retail-J 1.5.4	Jun 2006	Jun 2011	Not Available	Indefinite
Retail-J 1.5.9	Jun 2007	Jun 2012	Not Available	Indefinite
Retail-J 10	Apr 2010	Apr 2015	Not Available	Indefinite
Retail-J 10.1	Mar 2011	Mar 2016	Not Available	Indefinite
Retail-J 10.2	Aug 2012	Aug 2017	Aug 2018	Indefinite
Retail-J 11	Mar 2012	Mar 2017	Mar 2018	Indefinite
Retail-J 12	Mar 2013	Mar 2018	Mar 2019	Indefinite
Retail-J 12.1	Oct 2014	Oct 2019	Oct 2020	Indefinite
Retail-J 12.1 FP1	Aug 2014	Aug 2019	Aug 2020	Indefinite
Retail-J 12.1 FP2	Sep 2014	Sep 2019	Sep 2020	Indefinite
Retail-J 13	Jul 2015	Jul 2020	Not Available	Indefinite
Retail-J 9	Feb 2009	Feb 2014	Not Available	Indefinite
Serenade (Order Management) 3.5	Jan 2012	Jan 2017	Not Available	Indefinite
Serenade (Order Management) 4	Apr 2013	Apr 2018	Not Available	Indefinite
Serenade (Order Management) 4.01	Sep 2013	Sep 2018	Not Available	Indefinite
Serenade (Order Management) 4.5	Mar 2014	Mar 2019	Not Available	Indefinite
Serenade (Order Management) 4.7	Aug 2014	Aug 2019	Not Available	Indefinite
Serenade (Order Management) 5	Mar 2015	Mar 2020	Not Available	Indefinite
Store21 3.62	Oct 2002	Oct 2007	Not Available	Indefinite
Store21 3.63	Feb 2003	Feb 2008	Not Available	Indefinite
Store21 3.64	Oct 2003	Oct 2008	Not Available	Indefinite
Store21 3.65	Sep 2004	Sep 2009	Not Available	Indefinite

## Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Store21 3.66	Oct 2004	Oct 2009	Not Available	Indefinite
Store21 4.67	May 2005	May 2010	Not Available	Indefinite
Store21 4.68	Nov 2005	Nov 2010	Not Available	Indefinite
Store21 4.69	Mar 2006	Mar 2011	Not Available	Indefinite
Store21 4.7	Jul 2007	Jul 2012	Not Available	Indefinite
Store21 4.70	Jul 2007	Jul 2012	Not Available	Indefinite
Store21 4.71	Oct 2008	Oct 2013	Not Available	Indefinite
Store21 (2.59 + prior versions)	Jul 1999	Jul 2004	Not Available	Indefinite
Store21 2.6 0	Jan 2002	Jan 2007	Not Available	Indefinite
Stores2 1.34	Nov 2013	Nov 2018	Not Available	Indefinite
Stores2 1.35	Mar 2014	Mar 2019	Not Available	Indefinite
Stores2 1.36	Jun 2014	Jun 2019	Not Available	Indefinite
Stores2 1.37	Nov 2014	Nov 2019	Not Available	Indefinite
Stores2 1.38	Feb 2015	Feb 2020	Not Available	Indefinite
Stores2 1.39	Jun 2015	Jun 2020	Not Available	Indefinite
Tradewind 10	Jun 2012	Jun 2017	Not Available	Indefinite
Tradewind 10.0	Jun 2012	Jun 2017	Not Available	Indefinite
Tradewind 5.0	May 2001	May 2006	Not Available	Indefinite
Tradewind 6.0	Mar 2002	Mar 2007	Not Available	Indefinite
Tradewind 6.5	Jun 2002	Jun 2007	Not Available	Indefinite
Tradewind 6.7	Mar 2003	Mar 2008	Not Available	Indefinite
Tradewind 7.0	Mar 2003	Mar 2008	Not Available	Indefinite
Tradewind 7.5	Oct 2003	Oct 2008	Not Available	Indefinite
Tradewind 8.0	Oct 2004	Oct 2009	Not Available	Indefinite
Tradewind 8.5	Apr 2005	Apr 2010	Not Available	Indefinite
Tradewind 8.7	Aug 2005	Aug 2010	Not Available	Indefinite
Tradewind 8.8	Dec 2005	Dec 2010	Not Available	Indefinite
Tradewind 8.9	Apr 2006	Apr 2011	Not Available	Indefinite
Tradewind 9.0	Dec 2006	Dec 2011	Not Available	Indefinite
Transxii 7.6	Apr 2007	Apr 2012	Not Available	Indefinite
Ultra Secure (Retail J EFT) 12.1FP2	Sep 2014	Sep 2019	Not Available	Indefinite

### Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Visual (POS & BO) (All versions)	Oct 2009	Oct 2014	Not Available	Indefinite
Visual HHT 5.21	Sep 2010	Dec 2015	Not Available	Indefinite
WinMZS 4.7	Jan 1998	Jan 2003	Not Available	Indefinite
WinMZS 4.8	Jan 1999	Jan 2004	Not Available	Indefinite
WMS (Including VTIRIS) 4.4	Dec 2008	Dec 2016	Not Available	Indefinite
XBR 5	Jun 2002	Jun 2007	Not Available	Indefinite
XBR 6	Jun 2004	Jun 2009	Not Available	Indefinite
XBR 6.2	Jun 2006	Jun 2011	Not Available	Indefinite
XBR 6.7	Jun 2009	Sep 2016	Not Available	Indefinite
XBR 6.8	Dec 2009	Sep 2016	Not Available	Indefinite
XBR 7	Jun 2012	Dec 2018	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.0	Jan 2013	Dec 2017	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.5	Aug 2013	Aug 2018	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.6	Jan 2014	Jan 2019	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.7	May 2014	May 2019	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.8	Sep 2014	Sep 2019	Not Available	Indefinite
XBR Ingenium (XBRI - Loss Prevention) 10.8.1	Dec 2014	Dec 2019	Not Available	Indefinite
Xcellenet	Not Available	Jun 2016	Not Available	Not Available
Xpay 1.x	Oct 2010	Sep 2016	Not Available	Indefinite
Xpay 2.x	Jul 2012	Jul 2017	Not Available	Indefinite
Xpay 3.x	Dec 2014	Dec 2019	Not Available	Indefinite
Xsettlement 1.0	Jan 2001	Jan 2006	Not Available	Indefinite
Xsettlement 2.0	Jan 2003	Jan 2008	Not Available	Indefinite
Xstore 3.2	Dec 2007	Dec 2012	Not Available	Indefinite
Xstore 3.4	Oct 2008	Oct 2013	Not Available	Indefinite
Xstore 4.0	May 2010	Sep 2016	Not Available	Indefinite
Xstore 4.5	Dec 2010	Sep 2016	Not Available	Indefinite
Xstore 4.8	Aug 2011	Aug 2016	Not Available	Indefinite
Xstore 5.0	Jan 2012	Jan 2017	Not Available	Indefinite
Xstore 5.5	Jul 2012	Jul 2017	Not Available	Indefinite

### Oracle's MICROS Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Xstore 6.0	Apr 2013	Apr 2018	Not Available	Indefinite
Xstore 6.5	Nov 2013	Nov 2018	Not Available	Indefinite
Xstore 7.0	Jun 2014	Jun 2019	Not Available	Indefinite
Xstore 7.1	Mar 2015	Mar 2020	Not Available	Indefinite
Xstore Office 15.0 (formerly part of Xstore)	Dec 2015	Dec 2020	Dec 2023	Indefinite
Xstore Payment 15.0 (formerly part of Xstore)	Dec 2015	Dec 2020	Dec 2023	Indefinite
Xstore Point of Service 15.0 (formerly part of Xstore)	Dec 2015	Dec 2020	Dec 2023	Indefinite

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more choice, and more certainty. It all amounts to an Oracle Superior Ownership Experience—available only with the industry’s most advanced support offering, Oracle Lifetime Support.

## **CONTACT US**

For more information on the Oracle Lifetime Support Policy, please visit [oracle.com/support](http://oracle.com/support)

This document is for informational purposes only and may not be incorporated into a contract. Technical Support Services are provided in accordance with Oracle’s Technical Support Policies, which can be accessed at [oracle.com/support/policies.html](http://oracle.com/support/policies.html) Oracle is under no obligation to develop any future programs or functionality.



Oracle Corporation

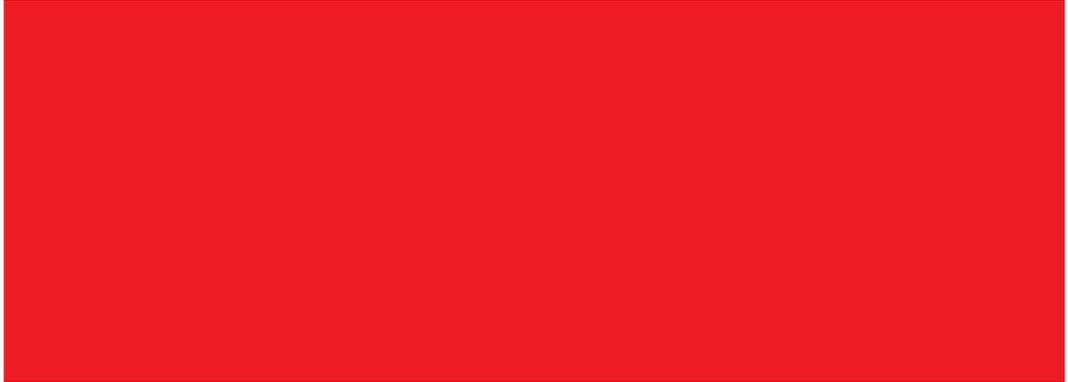
WORLDWIDE HEADQUARTERS  
500 Oracle Parkway  
Redwood Shores  
CA 94065  
U.S.A.

WORLDWIDE INQUIRIES

**Phone:**  
+1.650.506.7000  
+1.800.ORACLE1

**Fax:**  
+1.650.506.7200

[oracle.com](http://oracle.com)



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2010, Oracle and/or its affiliates. All rights reserved. Published in the U.S.A. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. Intel and IntelXeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. UNIX is a registered trademark licensed through X/Open Company, Ltd.