



Executive Summary

The Hexagon Geospatial Community has been re-designed to be product centric. In addition, with the Power Portfolio 2020 release, a new Product Support Lifecycle will be introduced and published on the Community.

To accommodate these changes, the Community will be unavailable on 26-27 October. The updated Community will be available beginning 28 October.

Details

The Hexagon Geospatial Community has been re-designed to be product centric, allowing product-specific information such as training, discussions, Knowledge Base articles, and additional support-related information (e.g. registration information, link to the Support Portal, local phone support numbers, etc.) to be found more efficiently. Previous community functionality remains the same, but the re-organization of information provides a better browsing experience and easier access to product information.

New to the Community is the Product Support Lifecycle for the Power Portfolio products. The Product Support Lifecycle allows for organizations to plan their upgrades and defines the level of support provided through each cycle. A change from the previous support offering is that a product is now fully supported for three years (Mainstream Support and Extended Support) instead of the previous two years. There is also the addition of Mature Support for an additional two years, meaning a total of five years of support.

Please note: A product in the Mature Support cycle will not receive fixes or certification on new environments, but the cycle does allow for an organization to continue to use the mature product with the ability to log a Support Ticket and receive support.

Product Support Lifecycle

	Mainstream Support	Extended Support	Mature Support	Retired
New environment certification	✓	X	X	X
Minor Releases	✓	X	X	X
Patches (critical fixes)	✓	✓	X	X
Phone Support	✓	✓	✓	X
Ticket Support	✓	✓	✓	X
License Rehost	✓	✓	✓	X
Self Service Support through Community	✓	✓	✓	✓



Support Timeline (Previous Power Portfolio Versions in Gray)

Version	Release Date	Mainstream Support	Extended Support	Mature Support	Retired
2020	October 21, 2019	Oct 2019 – Jun 2021	Jul 2021 – Jun 2023	Jul 2023 – Jun 2025	July 2025
2018	March 1, 2018	Mar 2018 – Jun 2020	Jul 2020 – Jun 2022	Jul 2022 – Jun 2024	July 2024
2016	June 24, 2016	Jun 2016 – Mar 2018	Jun 2018 – Oct 2019	Nov 2019 – Oct 2021	Oct 2021
2015	June 28, 2015	Jun 2015 – Jun 2016	Jun 2016 – Mar 2018	Mar 2018 – Mar 2020	Mar 2020
2014	December 01, 2013	Dec 2013 – June 2015	Jun 2015 – Jun 2016	Jun 2016 – Jun 2018	Jun 2018
2013	December 31, 2012	Dec 2012 – Dec 2013	Dec 2013 – June 2015	Jun 2015 – Jun 2017	Jun 2017
6.1	October 1, 2007	Oct 2007 – Dec 2013	Dec 2012 – Dec 2013	Dec 2013 – Dec 2015	Dec 2015

The Product Support Lifecycle can be found on the Community under Products > Support beginning 28 October.

Availability

The community will not be available on 26-27 October to accommodate the updates that will be available on Monday, 28 October.

Contact

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