



Oracle® Support in Voyager®

February 2015

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Document released: February 2015

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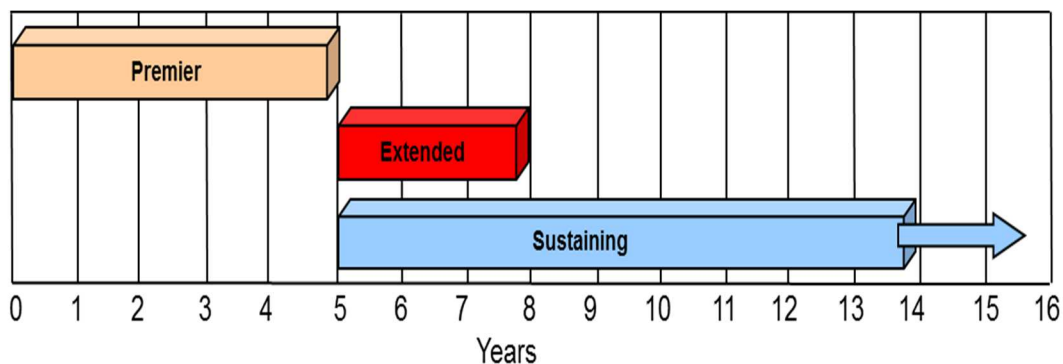
Introduction

Oracle's Life Cycle Support Policies

In general, Oracle has three phases of support:

- **Premier Support** - provides maintenance and support for five years from the general availability date of the product.
 - Major product and technology releases.
 - Technical Support
 - Updates, bug fixes, security alerts, Critical Patch Updates (CPUs) and Patch Set Updates (PSU's)
- **Extended Support** - provides an extra three years of support for specific Oracle releases for an additional fee. Includes most features of Premier Support, when offered.
 - Major product and technology releases
 - Technical Support
 - Updates, bug fixes, security alerts and Critical Patch Updates
- **Sustaining Support** - provides technical support for the lifetime of the systems.
 - Major product and technology releases
 - Technical Support only

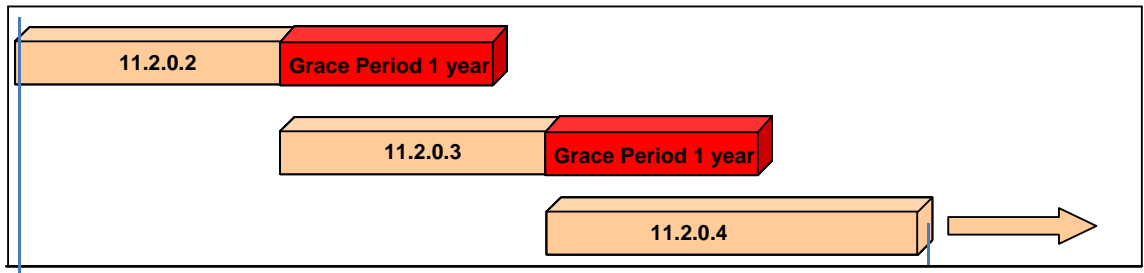
These are explained here in detail: <http://www.oracle.com/us/support/lifetime-support/index.html>



Oracle's Patching Terminology

Patch Sets - Designated by the 4th place in the version number (e.g. 11.2.0.2). A Patch Set is a tested and integrated set of product fixes. Throughout the Premier Support period, Patch Sets are produced to fix known bugs that are discovered after GA.

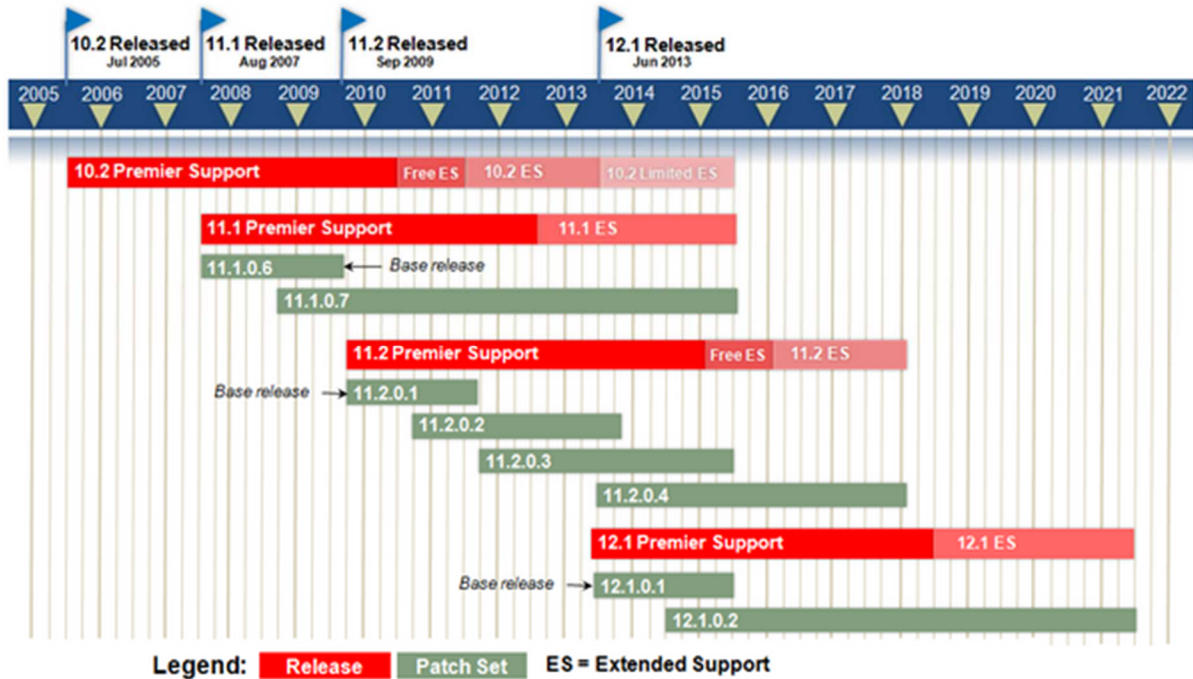
- Successive Patch Sets are cumulative and improve quality over the lifetime of the release.
- When a new Patch Set is released, customers on the previous Patch Set have a "grace period" where this Patch Set is still fully supported – this "Grace Period" is typically one year (Oracle stops patching older Patch Sets once the new one is out for a year)
- Once a release goes into Extended Support – Oracle will only patch the last Patch Set for the release



Patch Bundles (CPU, PSU) – for supported Patch Sets. Every quarter, Oracle provides **Critical Patch Updates (CPU)** to address security vulnerabilities, and **Patch Set Updates (PSU)** to address proactive, critical fixes and security vulnerabilities. They are designated by the 5th place in the version number (e.g. 11.2.0.2.2)

- **Critical Patch Update (CPU)** - a bundle of patches released quarterly, and only includes security-related fixes. CPUs are cumulative, so a later CPU will contain all of the fixes from an earlier CPU for the same patch set. CPUs are provided only for product versions that are covered under the Premier Support or Extended Support phases.
- **Patch Set Update (PSU)** - another bundle released every quarter, the PSU contains critical bug fixes for its intended patch set. Again they are cumulative, so they contain all fixes from previous PSUs for the same patch set – they also include the CPU released on the same date.

Oracle Release Roadmap



Oracle Major Releases – Designated by the 2nd place in the version number (e.g. 11.2.0.x) and shown as the wider red bar in the Roadmap.

Oracle Patch sets – Designated by the 4th place in the version number (e.g. 11.2.0.2), and shown by the narrower green bars below their associated major release.

Patch Set Updates (PSU) and Critical Patch Updates (CPU) – (not listed separately on the Roadmap) they are released every quarter for supported patch sets and designated by the 5th place in the version number (e.g. 11.2.0.2.2)

Oracle Database Version	General Availability	Latest Patch-Set	Patch-set release
10g Release 1 (10.1)	January 2004	10.1.0.5 (final patch-set)	Feb 2006
10g Release 2 (10.2)	September 2005	10.2.0.5 (final patch-set)	May 2010
11g Release 1 (11.1)	August 2007	11.1.0.7 (final patch-set)	Sep 2008

Oracle Database Version	General Availability	Latest Patch-Set	Patch-set release
11g Release 2 (11.2)	September 2009	11.2.0.4 (final patch-set)	Sep 2013
12c Release 1 (12.1)	July 2013	12.1.0.2	July 2014

The latest oracle support life cycle can be found at

<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
12.1	Jun 2013	Jul 2018	Jul 2021	Indefinite
11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
10.2	Jul 2005	Jul 2010	Jul 2013	Indefinite
10.1	Jan 2004	Jan 2009	Jan 2012	Indefinite
9.2	Jul 2002	Jul 2007	Jul 2010	Indefinite
8.1.7	Sep 2000	Dec 2004	Dec 2006	Indefinite

Oracle 11.2 Support Life Cycle

- 1) Premier Support for Oracle 11.2 ends on **31 January 2015**.
- 2) Extended Support for Oracle 11.2 will end on **31 January 2018** (Extended Support requires customers to be on the latest Patch-set, which is 11.2.0.4).
- 3) During Extended Support, Oracle will produce critical and security fixes. In the first year, this will apply to every customer on Oracle 11.2.0.4 at no extra cost and without any extra action necessary. For Oracle 11.2.0.3 this option will end on 27 August 2015 as Extended Support for Oracle 11.2.0.3 ends on this date.
- 4) For Oracle 11.2.0.1 and 11.2.0.2 there is no Extended Support available.

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Supported Oracle versions with Voyager

Ex Libris' policy is to support the current versions of third-party products as quickly as possible so that customers can depend on operating Voyager in a fully-supported environment. To that end, Ex Libris has periodically upgraded the Oracle versions when releasing new versions of Voyager in order to stay in sync with the Oracle product roadmap.

The table below shows recent Voyager versions and the supported Oracle version associated with each major and minor release of Voyager.

Voyager Version	Supported Oracle Version
9.1	Oracle 11.2.0.4
9.0	Oracle 11.2.0.3
8.2.x	Oracle 11.2.0.3
8.1.x	Oracle 11.2.0.1
8.0	Oracle 11.2.0.1
7.2.x	Oracle 10.2.0.4
7.1.x	Oracle 10.2.0.3
7.0.x	Oracle 10.2.0.3

Ex Libris has a Gold Level partnership with Oracle, which means that customers who licensed Oracle from Ex Libris are entitled to receive Extended Support via Ex Libris' partnership with Oracle. As described above, Extended Support provides customers running on the latest Oracle Patch-Set an extra 3 years of support and enables them to plan and execute a release upgrade according to their business needs. Customers who did not license Oracle from Ex Libris (for example, customers with a site license for Oracle) should check with their Oracle account representative to confirm that they have Extended Support provided directly by Oracle.

Future support for Oracle with Voyager

In accordance with Ex Libris' support policy, Ex Libris has tested Voyager 8.0 and above on the latest Oracle 11.2 release (11.2.0.4) and has now certified support for Voyager on Oracle 11.2.0.4. Customers who upgrade to Voyager 9.1 will automatically be upgraded to Oracle 11.2.0.4 as part of the Voyager 9.1 upgrade process.

The Voyager Installation Kit (the VIK) has also been updated so that it can be used as an Oracle upgrade tool by customers who wish to upgrade their existing Voyager systems to Oracle 11.2.0.4, ensuring that customers running on Voyager 8.0 and higher will be eligible for Oracle's Extended Support. As mentioned above, Extended Support for Oracle 11.2.0.4 is available until 31 January 2018.

Furthermore, Ex Libris is planning to certify Voyager 9.2 with Oracle 12c during the development cycle for that release. Voyager 9.2 will be released in late 2015.