



Deltek

Deltek Maconomy®

Supported Products

*Maconomy, iAccess, Touch, and
People Planner*

Version: 2019.09

September 20, 2019

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This edition published September 2019.

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Overview

This document details Maintenance, Sustaining, and Future Support for Maconomy products and related third party products.

Support details are provided for:

- Maconomy with Touch and iAccess interfaces
- Maconomy Components
- People Planner
- Third Party Products

This document contains these sections:

- Active Support

Note: This section contains steps to access this information where it is maintained in the Deltek Product Support Compatibility Matrix.

- Maintenance Support
- Sustaining Support
- Future Support
- Appendix
 - Terms used in the document
 - Support by product

New Announcements

General

Certifications

- **Pentaho 8.2** – for Maconomy (1087545)
- **SQL Server 2017**– for Maconomy (excluding BPM) (774369)
- **BO SP5 SP11** – for Maconomy (1163128)
- **Android 9** – for iAccess (1149954)
- **Android 10** – for Touch (1133278)
- **Firefox 68 ESR** – for iAccess, Maconomy, and BPM (1142896)
- **iOS 13** – for Touch (1139874)

People Planner

People Planner as a stand-alone offering will no longer be available after PP 3.8.x. Customers wishing PP 3.9 or future PP releases must install the full Maconomy back-end and use the PP/RP module as a component of Maconomy.

Historical Announcements

This section provides a list of important announcements for Maconomy and third party products.

Area	Date	Announcement
General	05.2019	<p>Certifications:</p> <ul style="list-style-type: none"> ▪ Android 8 Tablet certification – for iAccess ▪ HTTP2 Certification – for Maconomy and Touch <p>Technology recently de-supported:</p> <ul style="list-style-type: none"> ▪ BI 4.2 SP3 is de-supported with this release when you upgrade to a Maconomy version supporting BI 4.2 SP5
	28.09.18	<p>Maconomy Migrates to Azure OpenID Protocol</p> <p>To optimize the latest security standards for SSO and 2FA, Deltek recommends that Maconomy users migrate from Azure OAuth protocol to Azure OpenID protocol. While Microsoft still supports both Azure OAuth and Azure OpenID, as of Maconomy 2.4.2, we support the Azure OpenID protocol.</p> <p>Furthermore, Apple has already removed support for the plugin we use for OAuth, which impacts our mobile solution, Deltek Touch for Maconomy. Therefore, to take advantage of the latest Touch version (3.0) you must configure Maconomy to use the Azure OpenID protocol. Otherwise Touch will cease to function and this will impact users who download the latest version of the Touch App</p> <p>Other Deltek or 3rd Party products within your Azure ecosystem may continue to use the older Azure OAuth protocol, which can exist side-by-side with the Azure OpenID configuration.</p>
	10.08.18	<p>Maconomy BPM/SAP BO Upgrade 4.2 SP 5</p> <p>We are upgrading SAP BusinessObjects 4.2 SP3 to SP5 in upcoming Maconomy releases. Some benefits include:</p> <ul style="list-style-type: none"> ▪ Better performance with many bug fixes ▪ Enhanced user experience with the new look and feel called Fiori (introduced in SP4) ▪ Long-awaited improvements to the SDKs (used by our BPM team for internal development and packing) ▪ Improved experiences for Mobile users ▪ Reduced use of Java in the web applications, as SAP is working on the complete removal of Java as it relates to their web applications. <p>The following Maconomy/BPM releases will assume SAP BusinessObjects 4.2 SP5:</p> <ul style="list-style-type: none"> ▪ Maconomy 2.4.3 (internally 20.0 SP 102) ▪ Maconomy 2.3.4 (internally 19.0 SP 104) ▪ Maconomy 2.2.6 (internally 17.0 SP 106)

Area	Date	Announcement
		<p>De-Support of Red Hat Linux</p> <p>We will be de-supporting Red Hat Linux as an O/S Server platform for Maconomy, with the current certification of Red Hat 6.X on Oracle 12.1 as the last supported version. Red Hat Linux Version 7.X will not be certified for Maconomy. Going forward, we will support Oracle Enterprise for Linux (OEL) with a target to certify Oracle 12.2 on this platform for Maconomy 2.3.x and 2.4.x streams and newer by the end of 2018.</p>
General	09.05.18	<p>Combined Releases</p> <p>With Maconomy 2.4.1, Maconomy will include a combined release with all its user interfaces with a single release and version, including Touch, iAccess, and Workspace Client. Going forward, the documentation for these user interfaces will be streamed together, as follows:</p> <p>Combined documents:</p> <ul style="list-style-type: none"> ▪ Release Notes ▪ Enhancements Guide ▪ Concepts Guide ▪ Product Support document / Compatibility Matrix ▪ Cumulative Update documents ▪ Other user documentation, such as User Guides and online help, will still be released separately.
	06.01.2018	<p>Following are core platform certifications, as of January 2018:</p> <ul style="list-style-type: none"> ▪ SQL Server 2016 ▪ Windows Server 2016 ▪ Case insensitive server setup for SQL server (for new Maconomy installations only) ▪ Server 2008 is no longer supported as of Maconomy 2.4 C-GA.
	10.11.2017	<ul style="list-style-type: none"> ▪ Server 2008 is no longer supported as of Maconomy 2.4 C-GA
Maconomy	10.08.2018	<p>Versions Entering Sustaining Support</p> <ul style="list-style-type: none"> • Maconomy 2.2.x — The last planned release for the Maconomy 2.2.x stream is Maconomy 2.2.6, planned for 28.09.2018. Maconomy 2.2.x will enter sustaining support in 31 January 2019. <ul style="list-style-type: none"> ▪ Maconomy 2.3.x — This version will enter sustaining support 30 June 2019.
	09.05.18	<ul style="list-style-type: none"> ▪ With Maconomy 2.4.1 in Q2 2018, Deltek is aligning Maconomy releases and support schedules. Therefore, with 2.4.1 and subsequent releases, iAccess and Touch will follow the Maconomy support schedule.

Area	Date	Announcement
	06.01.2018	<ul style="list-style-type: none"> ▪ As of 2.4 GA we add “Export to Excel” support for the .xlsx format, which enables support for exporting larger quantities of data from a Maconomy WSC table. ▪ As of 2.3, we de-support Solaris and IBM AIX as a Maconomy Application Server Platform for Maconomy. ▪ We plan to de-support MCRON, which was previously used for purposes that are now replaced by the Background Task Framework introduced in 2.3 GA. Customers should make plans to migrate use of MCRON to use the new framework.
	10.11.2017	<ul style="list-style-type: none"> ▪ Data Warehouse customers who rely on the ETL, note that Pentaho 7 is required to run SQL Server 2014. The product team is currently planning a future certification effort for Pentaho 7; however, this will not be available until 2018 due to core development required to support this certification. Prior to this effort, customers who require Pentaho will not be able to use SQL Server 2014 in a certified manner. ▪ With Maconomy 2.3.1, 2.2.5, and 2.4 LA2 and forward, you are required to also upgrade to BO 4.2 SP3 Patch 2. New clients using these versions or forward must install 4.2 by default.
iAccess	06.01.2018	<ul style="list-style-type: none"> ▪ There are no announcements for this document version.
	10.11.2017	<ul style="list-style-type: none"> ▪ There are no announcements for this document version.
Touch	05.2019	<ul style="list-style-type: none"> ▪ In April 2019, Maconomy 2.0 compatibility with Touch was de-supported ▪ Starting June 2019, Maconomy X1 compatibility with Touch is de-supported ▪ In May 2019, we no longer support Android 6 with the Touch app
	28.09.2018	<p>Sustaining Support</p> <p>Maconomy X1 and 2.0 are in sustaining support mode. This means that Deltek no longer delivers enhancements or hot fixes for these versions.</p> <p>With Touch 3.0 Touch no longer comes with an updated backend for Maconomy X1 and 2.0. The Touch 3.0 app will continue to work against Maconomy X1 and 2.0.</p> <p>From Touch 3.2, expected in April 2019, Deltek will no longer guarantee that the app can run against Maconomy X1 or 2.0.</p> <p>Touch 3.0 Improvements and Updates</p> <p>Numerous improvements are made in Touch 3.0 for security and usability. As a result, the app has gone through significant changes that you will see immediately upon upgrading to Touch 3.0. The Touch 3.0</p>

Area	Date	Announcement
		<p>app will be released on or about September 28.</p> <p>Updated areas include:</p> <ul style="list-style-type: none"> ▪ Re-enter URL and Login—Upon installing Touch 3.0, users will be directed to the Touch URL screen (instead of PIN screen) where they must re-enter URL and login credentials / password and set up a PIN. Settings must be restored in the Settings screen. <hr/> <p> System owners / admins must alert users of this change which take place immediately upon upgrade and provide users with the URL.</p> <hr/> <ul style="list-style-type: none"> ▪ Azure Login Depreciation—You must update your login from Azure OAuth to Azure OpenID protocol prior to upgrading to Touch 3.0. Otherwise, you will not be able to log in using your Azure credentials. <hr/> <p> To move to Azure OpenID protocol, see the <i>Deltek Maconomy Azure OpenID Setup Guide</i> at the link below for details. https://dsm.deltek.com/documentationlists/DeltekMaconomy242GA.h</p>
	09.04.2018	<ul style="list-style-type: none"> ▪ Touch 1.5 moved to sustaining support 10.01.2018.
	06.01.2018	<ul style="list-style-type: none"> ▪ Touch 1.4 has moved to sustaining support 14.07.2017.
	10.11.2017	<ul style="list-style-type: none"> ▪ Touch 2.2, targeted for release in June 2017, will be the last major version of Touch to include a Windows Phone app. All subsequent Touch releases will only be available for the iOS and Android platforms. ▪ Customers upgrading their Touch server to a new major version of Touch after the release of Touch 2.2 (June 2017) will no longer be able to use the Windows Phone app. ▪ Customers upgrading their Maconomy server to a version released after September 1, 2017 will no longer be able to use the Windows Phone app. ▪ Note: Clients not using the Touch for Maconomy on Windows Phone will not be affected and can continue to follow a normal upgrade path for the Touch 2.2 release.
People Planner	05.2019	<ul style="list-style-type: none"> ▪ Capacity Overview for People Planner is de-supported with People Planner 3.8.6 / Maconomy 2.4.4
	28.09.2018	<p>A new Enterprise Resource Planning workflow based on Job Budgets is released in Maconomy 2.4.2 and People Planner 3.8.4 respectively. Due to this change in the solution, the legacy Enterprise Planning Solution based on Periodic Job Budgets will be deprecated in the</p>

Historical Announcements

Area	Date	Announcement
		<p>future. Specifically, the following items are planned for deprecation with People Planner 3.8.6 and Maconomy 2.4.4:</p> <ul style="list-style-type: none"> ▪ Capacity Overview (CO) — Used by Project Managers ▪ Assign to Budget ▪ Update Periodic Budget from People Planner <p>Note that PDM will work with clients and their services teams to ensure that they can effectively move all projects to the new Enterprise Resource Planning workflow.</p>
	06.01.2018	<ul style="list-style-type: none"> ▪ With the release of People Planner 3.8 on November 1, 2017, the 3.6 stream moves into sustaining engineering.

Active Support

Active Support information for Maconomy, iAccess, Touch, and People Planner is maintained in the Deltek Product Support Compatibility Matrix.

To view Active Support information:

1. Click [Deltek Product Support Compatibility Matrix](#).

or click the internal link:

<https://home.deltek.com/sites/products/Documents/DeltekProductSupportCompatibilityMatrix.pdf>

2. Log in to the Deltek Customer Care Connect site.
3. Scroll down and click on the related PDF.

•  [DeltekProductSupportCompatibilityMatrix.pdf](#) (6.89 MB)

4. Press CTRL + F and enter the product for which you need information (such as iAccess or Maconomy).

Maintenance and Sustaining Support

This section details prospective maintenance and sustaining support dates for Maconomy family and third party products, by version.

Maconomy

Version	GA Release Date	Maintenance Support	Sustaining Support
2.1	17.12.2013	N/A	24.11.2016
2.2	24.11.2014	N/A	31.01.2019
2.3	02.12.2016	N/A	30.06.2019
2.4	05.01.2018	N/A	One (1) year or more from the next available main release

iAccess

With Maconomy 2.4.1 in Q2 2018, Deltek is aligning Maconomy releases and support schedules. Therefore, with 2.4.1 and subsequent releases, iAccess will follow the Maconomy support schedule.

Version	GA Release Date	Maintenance Support	Sustaining Support
1.1	30.04.2015	30.10.2015	With Maconomy 2.2.6.
1.2	30.10.2015	29.02.2016	With Maconomy 2.2.6.
1.3	29.02.2016	10.03.2017	With Maconomy 2.2.6.
2.0	10.03.2017	When iAccess 2.1 is released	With Maconomy 2.4
2.1	06.01.2018	When iAccess 2.2 is released	With Maconomy 2.4
2.1.1	09.03.2018	When Maconomy 2.3.4 is released.	With Maconomy 2.3

Touch

With Maconomy 2.4.1 in Q2 2018, Deltek is aligning Maconomy releases and support schedules. Therefore, with 2.4.1 and subsequent releases, Touch will follow the Maconomy support schedule.

Version	GA Release Date	Maintenance Support	Sustaining Support
1.4	15.05.2015	N/A	14.07.2017

Maintenance and Sustaining Support

Version	GA Release Date	Maintenance Support	Sustaining Support
1.5	14.07.2015	N/A	10.01.2018
1.6	10.01.2016	N/A	30.09.2018
2.0	30.09.2016	N/A	24.03.2019
2.1	24.03.2017	N/A	14.07.2019
2.2	14.07.2017	N/A	08.12.2019
2.3	08.12.2017		30.09.2020

People Planner

Version	GA Release Date	Maintenance Support	Sustaining Support
3.4	09.12.2014	06/2015	15.01.2016
3.5	06-2015	15-01-2016	Mar. 2017
3.6	15.01.2016	March 2017	Nov. 2017
3.7	24.03.2017	TBD	Upon release of 4.0. Currently targeted for 2H 2019

Third Party Products

Only third party products with a sustaining support plan are listed in the table below.

Maconomy

Product	Type	Sustaining Support	Last Updated
Mac OS 10.12 Sierra	Client OS	July 2017. Affects 2.2.6, 2.3.3 and 2.4.2	30.11.2018
Firefox 52 ESR	Browser	Affects 2.2.6, 2.3.3, 2.4.2	30.11.2018
Pentaho Data Integration Enterprise v. 5.4	Pentaho	Affects 2.2.4 and later	30.11.2016

People Planner

Product	Type	Sustaining Support	Last Update
Apple OS X 10.11 (supported from PP 3.6)	Client OS		24.07.2018
FireFox 60 ESR (supported from PP 3.8.5)	Browser		30.11.2018
Excel 2013 (supported from PP 3.3)	Excel	As of PP 3.7	
Exchange 2007, Outlook 2007	Exchange Server, Outlook	As of PP 3.7	24.03.2017
Exchange 2010, Outlook 2010 (supported from PP 3.1)	Exchange Server, Outlook	As of PP 3.7	24.03.2017
Exchange 2013, Outlook 2013 (supported from PP 3.3)	Exchange Server, Outlook		24.03.2017
Internet Information Services 10 (supported from PP 3.7)	Webserver		24.03.2017
Internet Information Services 7.5	Webserver	As of PP 3.7	24.03.2017
Internet Information Services 8 (supported from PP 3.3)	Webserver		24.03.2017
Internet Information Services 8.5 (supported from PP 3.3)	Webserver		24.03.2017
LocalDB 2014 (supported from PP 3.5)	Database		24.03.2017
MS Project 2007	MS Project	As of PP 3.7	24.03.2017
MS Project 2010 (supported from PP 3.1)	MS Project		24.03.2017
MS Project 2013 (supported from PP 3.3)	MS Project		24.03.2017

Product	Type	Sustaining Support	Last Update
SQL Server 2008 R2	Database	As of PP 3.7	24.03.2017
SQL Server 2012 (supported from PP 3.2.1)	Database		24.03.2017
SQL Server 2014 (supported from PP 3.4)	Database		24.03.2017
SQL Server 2016 (supported from PP 3.7)	Database		24.03.2017
SQL Server 2017 (supported from PP 3.8.5)	Database		30.11.2018
Windows 10	Client OS		24.03.2017
Windows 7	Client OS		24.03.2017
Windows 8	Client OS	As of PP 3.6	24.03.2017
Windows 8.1 (supported from PP 3.3)	Client OS		24.03.2017
Windows Server 2008 R2 SP1	Server OS	As of PP 3.7	24.03.2017
Windows Server 2012 R2 (supported from PP 3.3)	Server OS		24.03.2017
Windows Server 2013 R2 (supported from PP 3.3)	Server OS		24.03.2017
Windows Server 2016 (supported from PP 3.7.)	Server OS		24.03.2017

Maconomy Components

This section shows planned support of legacy Maconomy components.

To ensure that we focus on enabling Customer and Partner success, we occasionally discontinue support of legacy product components. As we do so, we take steps to limit disadvantage and provide a smooth migration to replacement functionality.

Maintenance Support and Sustaining Support dates do not apply to existing versions of Maconomy, where contractual “end-of-life” terms apply.

Notes: If not otherwise specified, the Sustaining support is only valid from the specific version listed in Sustaining Support column.

Material updated for this release is placed at the top of the table below, in blue background.

Component	Area	Maintenance Support	Sustaining Support	Notes	Last Updated
MCRON	Tooling	N/A		MCRON was previously used for purposes that are now replaced by the Background Task Framework introduced in 2.3 GA. Customers should make plans to migrate use of MCRON to use the new framework.	05.01.18
BPM on Business Objects 4.x	Reporting Platform	N/A	N/A	With Maconomy 2.3.1, 2.2.5, and 2.4 LA2 and forward, you are required to also upgrade to BO 4.2 SP3 Patch 2. New clients using these versions or forward must install 4.2 by default.	08.05.2017
Workflow Engine	Workflow Technology	17.11.2014	Q1 2017	The Workflow Engine is used by few Maconomy customers. This functionality is not available as standard in the workspace client and the approval hierarchy functionality in the workspace client have gradually replaced the need for workflows.	24.03.2017

Component	Area	Maintenance Support	Sustaining Support	Notes	Last Updated
				Therefore, with Maconomy 2.4 the Workflow Engine will no longer be available.	
Dimension Reports and Ad Hoc Analysis	Reporting	17.11.2014	Q2 2016 Maconomy 2.3	With the maturation of our BPM solution, Dimension Reports and Ad Hoc Analysis are now considered a legacy reporting technology.	24.03.2017
Universe Reports	Reporting	23.09.2013	Currently in sustaining support	With the maturation of our BPM solution, Universe Reports are now considered a legacy reporting technology.	24.03.2017
RGL	Reporting	23.09.2013	Currently in sustaining support	With the maturation of our BPM solution Extension Framework RGL is considered legacy technology.	24.03.2017
MPL1	Printing	23.09.2013	Q2 2016 Maconomy 2.3	MPL4, is introduced to replace all legacy MPL technology.	24.03.2017
Java Client	User Interface	17.11.2014 Maintenance support is available for customers on older supported Maconomy versions of Java client (no new features)	Q2 2016 Maconomy 2.3	Workspace Client 2.x introduces a powerful replacement for the Java Client. Note: The Analyser continues to be available in WSC.	24.03.2017

Component	Area	Maintenance Support	Sustaining Support	Notes	Last Updated
Traffic and Resource Planning	Application Functionality	17.11.2014	Q4 2016 Maconomy 2.3	<p>This functionality is replaced by People Planner. Furthermore, reliance on the portal makes this functionality obsolete.</p> <p>The following dialogs are obsolete:</p> <ul style="list-style-type: none"> ▪ Detailed Planning ▪ Detailed Employee Planning ▪ Gantt Chart ▪ Skill Requirements ▪ Task Staffing ▪ Task Search ▪ Employee Calendars ▪ Print Employee Load ▪ Print Planning Conflicts ▪ Print Resource Requirement ▪ Job Planning ▪ Print Detailed Planning ▪ Print Planning Conflicts ▪ Planning Slots ▪ Project Traffic Status ▪ Project Traffic Status Revisions 	02.12.2016
BPM on Business Objects 3.X	Reporting Platform	N/A	Q4 2015 Maconomy 2.2.3	<p>SAP's Business Objects 4.x moves BO 3.x to sustaining support 12/31/2015. Customers do not need to be on 2.2.3 to use BO 4.x and receive related support We recommend that customers upgrade to a version of Maconomy that supports BO 4.x (2.2.3 or 2.3 forward). Custom universes/reports must be migrated as part of a traditional upgrade plan.</p>	02.12.2016
MCS	Portal	23.09.2013	Q4 2014	<p>If you are using MCS or MAS solutions and upgrading to version 2.2 or later,</p>	02.12.2016

Component	Area	Maintenance Support	Sustaining Support	Notes	Last Updated
			Maconomy 2.2	implement a current solution. To retain functionality from your existing solution, a final package can be used for using the solution as a customized installation. Discuss with your Account Manager as needed.	
MAS	Portal	23.09.2013	Q4 2014 Maconomy 2.2		02.12.2016
PSO 1.1 & 1.2 PSO 1.4 CPA	Portal	23.09.2013 17.11.2014 31.12.2015	TBD	Upgrades will still incorporate a fully supported standard upgrade of Portal components for these solutions, which have been adjusted to include any field changes that could otherwise break functionality.	02.12.2016

People Planner Components

This section shows planned support of legacy People Planner components.

To ensure that we focus on enabling Customer and Partner success, we occasionally discontinue support of legacy product components. As we do so, we take steps to limit disadvantage and provide a smooth migration to replacement functionality.

Maintenance Support and Sustaining Support dates do not apply to existing versions of People Planner, where contractual “end-of-life” terms apply.

Notes: If not otherwise specified, the Sustaining support is only valid from the specific version listed in Sustaining Support column.

Maintenance and Sustaining Support

Component	Area	Maintenance Support	Sustaining Support	Notes	Last Updated
"View Assigned Activities" view	Resource folder			Removed in 3.6.1	02.12.16
The tab to create a new task	Resource Manager Gantt Chart			Removed in 3.6.1	02.12.16
Ability to save the unencrypted database password	Data connection configuration file			Removed in 3.6.1	02.12.16
High volume of fields in query	Project selector			Instead of removing fields we re-factored the project selector to only load used fields.	
Cost and Cost Event	Billing price model			Removed Cost and Cost Event and added these: Overhead, Salary, Intercompany	

Future Support

This section includes the products and versions to be certified by Engineering in the future, listed along with the expected timeline (if available).

Maconomy

Product	Type	Expected Certification	Last Updated
Linux RHEL 7.2	Server OS	2H 2018	05.01.18
Apache 2.4 for Linux	Web Server	2H 2018	05.01.18
SQL Server for Linux	Database	2H 2018	05.01.18
Java 9	Other	2H 2018	05.01.18
MS Surface	Tablet platform	2H 2018	05.01.18
Windows Server 2019	Server OS	Q2 2019	05.22.19
Windows Server 2017	Server OS	Q2 2018	05.01.18
SQL Server 2017	Database	Q2 2018	05.01.18
Oracle 12.2.01	Database	Q3 2018	05.01.18
Mac OSX 10.13 Sierra	Client OS	Q2 2018	05.01.18

BPM

Product	Type	Expected Certification	Last Updated
Pentaho 6.1	ETL Tool	Q3 2017	24.03.17

People Planner

Product	Type	Expected Certification	Last Updated
Windows Server 2018 (including IIS)	Server OS	Q2 2019	30.11.18
SQL Server 2019	Database	Q2 2019	30.11.18
SQL Server Certification for Linux	Database	Q2 2019	30.11.18

Appendix

Terms Used in This Document

This section describes general terms used in this document, such as Active Support, Maintenance Support, and Sustaining Support. The following information is for general support, and how this support may differ by product is detailed below.

Note: If you have questions about support, reach out to your account manager or product management (PDM) team.

General Terms

Active Support

Active Support is a period where Deltek is actively developing the next version of the software and actively supporting the most current version. During this phase of the product life cycle, there are software enhancements, and you have access to hot fixes as well as service packs and regulatory updates. Active Support begins at general release and ends when the next release is generally available.

Maintenance Support

Maintenance Support is a period where Deltek delivers on-going maintenance releases for the new version of the software, and at Deltek's approval, customers may continue to receive hot fixes for severity 1 issues. This phase begins when a newer version of the application is made generally available for major and minor releases (not including maintenance releases) and lasts for a minimum of 12 months. Following this 12-month period, it is possible the older/prior version of the software may be declared for sustaining support, which indicates Deltek will no longer deliver maintenance releases, nor hotfixes, for the version.

Note: The Maintenance Support period can be lengthened beyond the published retirement date by purchasing an Extended Support plan (i.e. Sustaining Support Plus), which provides customers with access to Deltek-approved severity-1 defect hotfixes. If interested in Sustaining Support Plus, please contact your Deltek Account Manager.

Sustaining Support

Sustaining Support is a period where you continue to have access to all fixes or service packs that existed prior the Sustaining Support life cycle phase. However, there are no new software enhancements, hot fixes, service packs, or regulatory updates of any kind for versions in this phase. Sustaining Support begins at the end of Maintenance Support and lasts indefinitely.

Third Party Products

Customer Care (CC) does accept support calls regarding 3rd party products and versions in Sustaining Support, but if the error cannot be reproduced in a supported product/version, CC does not make any further investigations regarding the bug. In this situation, CC and Engineering will consider the error fixed in the supported product/version. If a reported error in a desupported product/version also exists in a supported product/version, Engineering will produce a service pack/maintenance release for the supported product/version. In both cases, the customer must update to the supported product/version to have the error fixed.

Maconomy family products depend upon 3rd party product support, and is influenced by the support status of related vendors. When we talk about 3rd party product support, we refer to the approved use of these products with your Maconomy solution.

- If the product is an OS or database product, new installations and upgrades of the Maconomy product are not allowed before the third-party product is upgraded to a supported version.
- For all products, no error corrections are made to solve problems related to the third-party product.

Product Support Per Product

Maconomy

- **Active** — Active Support begins at general release and ends two years after the next main release.
- **Maintenance** — N/A unless explicitly specified for a release.
- **Sustaining** — Sustaining Support begins two years after the next main release

People Planner

- **Active** — Follows the general support process.
- **Maintenance** — Begins when the next major/minor version is released and stops when the following major/minor version is released.
- **Sustaining** — Starts when Maintenance Support stops

About Deltek

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