Release Lifecycle FAQ
Axiom Platform

AXIOM

Release Lifecycle: Frequently Asked Questions

This document is provided to answer frequently asked questions about the Axiom platform release lifecycle and software upgrades.

The Axiom platform is the base software that is used to deliver a variety of performance management solutions and products. The information in this document does not apply to packaged product assets.

How long are platform software releases supported?

Clients should be no more than one "major" version behind the current Axiom platform version. For example, the current version is now 2020.x. This means that all 2020.x versions and 2019.x versions are officially supported (where 2019.x is the previous major version). Versions 2018.x and below are not supported.

Historically, we introduce a new major Axiom platform version once per year. So at minimum, clients must upgrade once every two years in order to remain on an officially supported version.

Am I required to upgrade the Axiom platform?

We strongly recommend that clients plan to upgrade at least once per year, to keep their software current and to gain access to the many new features and enhancements introduced in each release. If necessary, clients can continue to use older, non-supported versions (assuming a current maintenance contract), but in this case any support provided by Axiom Support will be at our discretion.

If your installation uses packaged products, each product has a required minimum platform version. Therefore in order to upgrade your product installation, you also must upgrade your platform version to the minimum supported version.

Does it cost anything to upgrade?

Platform software upgrades are included as part of your maintenance agreement.

- If you are an on-premise customer, there is no additional cost for you to obtain the software and perform the upgrade independently. Some clients prefer to work with Axiom consultants to perform their system upgrades. In this case, please contact your Axiom representative to discuss whether any cost is associated with your desired level of upgrade assistance.

- If you are an Axiom Cloud customer, Axiom Support will schedule and perform the platform upgrade at your request.

What is involved in a full release upgrade?

For most releases, the technical aspects of upgrading the Axiom platform are quite simple and straightforward. Occasionally architecture changes are made to the software that may add special steps and considerations to the upgrade process. Master System Users should be sure to read the release notes before upgrading to ensure that they understand the upgrade considerations, as well as new features and enhancements.

In all cases, we *strongly* recommend first installing the upgrade to a test server, and devoting the necessary resources to thoroughly testing the new version to ensure that all critical system functionality remains intact. Although we strive to maintain backward-compatibility with each release, any upgrade has the potential to interrupt system functionality. The release notes detail known impacts to existing functionality, however, other impacts may be unforeseen at the time of release, or may be particular to your specific system design and configuration.

What if an issue is found in our software version?

If a software issue is reported by a client, and that issue has been resolved in a later Axiom platform version, our first recommendation is to upgrade to the latest version if at all possible.

If it is not possible to upgrade at this time, and the issue critically impacts system functionality, then we will release a patch for supported versions. If the issue is not critical, then we will log the issue and consider releasing a patch, after evaluating release priorities and other client requests. Our goal is to resolve non-critical client-reported issues either in a patch or in a future version.

If an issue is found in an unsupported version, no patch will be released. The issue will be logged for potential resolution in a future version.

What is involved in a patch upgrade?

Patch releases of the Axiom platform are generally limited to providing fixes for reported issues. Occasionally patch releases will contain low-risk client-requested enhancements that should not impact backward-compatibility. Generally speaking, patches typically do not contain system architecture changes and can be upgraded directly.

Because of the limited scope of patch releases, it is often safe to apply them directly to production environments. However, if installing a patch to resolve a critical issue, you may still want to test the patch first on a test server, to confirm that the patch adequately addresses the issue.