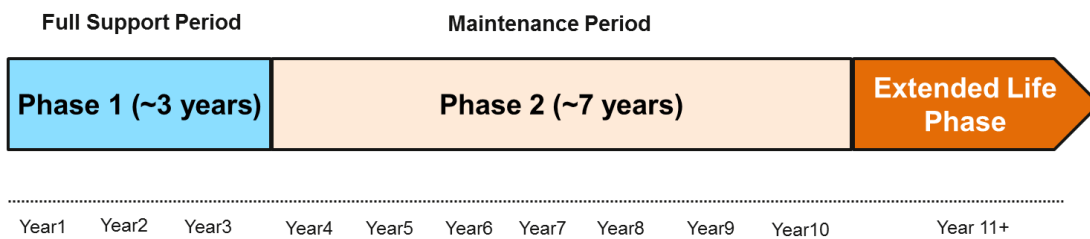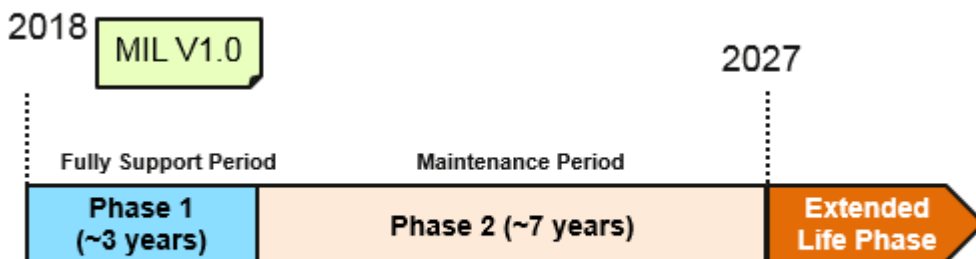# Moxa Industrial Linux Service Policy

General Terms

Moxa Industrial Linux (MIL) is a high-performance industrial-grade Linux distribution developed by Moxa to help accelerate your industrial projects. MIL is based on Debian and the standard Linux kernel, which makes it easy to deploy applications for multiple systems. To address the long-term system needs of smart cities and industries such as power, water, oil & gas, transportation, and building automation, MIL provides 10-year long-term Linux support that includes security patches and bug fixes, making your industrial projects secure and sustainable.

Moxa offers subscription services for each major release of Moxa Industrial Linux (hereinafter referred to as "MIL") throughout its three life-cycle phases—Full Support, Maintenance Support, and Extended Life. Customers can purchase annual add-on subscriptions called Extended Support (ES)* to extend the subscription services beyond the maintenance support phase.

For example, MIL version 1.0 to be released in 2018 will include 3 years full support and 7 years maintenance support.

*Refer to Table 2 for details. Moxa reserves the right to terminate ongoing support for a particular version of Moxa Industrial Linux in its Extended Life Phase at any time.

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Series Supported for MIL V1.0	Models Supported	MIL V1.0 General availability	MIL V1.0 End of Life
UC-8100 Series	UC-8131-LX	September, 2018	September, 2027 or product series phase out
	UC-8132-LX	September, 2018	September, 2027 or product series phase out
	UC-8162-LX	September, 2018	September, 2027 or product series phase out
	UC-8112-LX	September, 2018	September, 2027 or product series phase out
UC-8100-ME Series	UC-8112-ME-T-LX	September, 2018	September, 2027 or product series phase out
	UC-8112-ME-T-LX1	September, 2018	September, 2027 or product series phase out
	UC-8112-ME-T-LX-US-LTE	September, 2018	September, 2027 or product series phase out
	UC-8112-ME-T- US-LTE-LX1	September, 2018	September, 2027 or product series phase out
UC-8410A Series	UC-8410A-LX1	August, 2018	August, 2027 or product series phase out
	UC-8410A-LX	August, 2018	August, 2027 or product series phase out
	UC-8410A-T-LX	August, 2018	August, 2027 or product series phase out
UC-2100 Series	UC-2101-LX	June, 2018	June, 2027 or product series phase out
	UC-2102-LX	June, 2018	June, 2027 or product series phase out
	UC-2104-LX	June, 2018	June, 2027 or product series phase out
	UC-2111-LX	June, 2018	June, 2027 or product series phase out
	UC-2112-T-LX	June, 2018	June, 2027 or product series phase out
	UC-2112-T-LX	June, 2018	June, 2027 or product series phase out
UC-3100 Series	UC-3101-T-US-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3111-T-US-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3121-T-US-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3101-T-EU-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3111-T-EU-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3121-T-EU-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3101-T-AU-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3111-T-AU-LX	Q3, 2018	Q3, 2027 or product series phase out
	UC-3121-T-AU-LX	Q3, 2018	Q3, 2027 or product series phase out

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Series Supported for MIL V1.0	Models Supported	MIL V1.0 General availability	MIL V1.0 End of Life
UC-5100 Series	UC-5101-LX	August, 2018	August, 2027 or product series phase out
	UC-5102-LX	August, 2018	August, 2027 or product series phase out
	UC-5111-LX	August, 2018	August, 2027 or product series phase out
	UC-5112-LX	August, 2018	August, 2027 or product series phase out
	UC-5101-T-LX	August, 2018	August, 2027 or product series phase out
	UC-5102-T-LX	August, 2018	August, 2027 or product series phase out
	UC-5111-T-LX	August, 2018	August, 2027 or product series phase out
	UC-5112-T-LX	August, 2018	August, 2027 or product series phase out

Table 1: List of Hardware Supported in MIL V1.0

Full Support Phase

Software enhancements to accommodate hardware changes and defects fixed after the product launch will be delivered in the full-support phase. Qualified, critical, and important security fixes and selected high-priority bug fixes will be released as they become available. Additional software changes may be delivered as appropriate.

If available, new or improved hardware enablement and selected enhanced software functionality may be provided as minor releases at Moxa's sole discretion. The minor releases will also include available and qualified software changes. Minor releases are cumulative and include the contents of previously released updates. The focus for minor releases during this phase will be on resolving defects that are of high or medium priority. Updated installation images will be provided for minor releases during the full support phase.

Hardware enablement that does not require substantial software changes may be provided independent of minor releases at Moxa's sole discretion.

Maintenance Support Phase

Qualified, critical, and important security fixes and selected high-priority bug fixes will be released as they become available during the maintenance-support phase. Additional software changes may be delivered as appropriate. New software functionality is not available during this phase.

The minor releases will also include available and qualified software changes. Minor releases are cumulative and include the contents of previously released updates. The focus for minor releases during this phase will be on resolving defects that are of high or medium priority. Updated installation images will be provided for minor releases during the maintenance support phase at Moxa's discretion and only if they are required due to changes in the installer.

Extended Life Phase

Moxa will extend support to MIL beyond the maintenance support phase on a case-by-case basis by way of Extended Support (ES) add-on subscriptions. The Extended Support add-on subscription will deliver critical-impact security fixes and selected urgent priority bug fixes as well as troubleshooting services for the last minor version of MIL.

During the extended life phase, eligible MIL subscriptions will continue to have access to previously released content on the Moxa portal, as well as other content such as documentation on the Moxa Website. Services for migrating to MIL versions currently supported may also be available.

For product versions in the extended life phase, Moxa will provide limited ongoing technical support. No bug fixes, security fixes, hardware enablement or root-cause analysis will be available during this phase, and support will be provided on existing installations only.

Moxa reserves the right to terminate any ongoing support in the extended life phase for a particular version of MIL at any time.

Service Delivery

Software changes to MIL (Moxa Industrial Linux) are delivered via individual updates by RSS (Really Simple Syndication) on Moxa's website. Software changes can be released individually on an as-needed basis or aggregated as a minor release. Software changes may contain security fixes, bug fixes, or feature enhancements.

All software changes are tested and qualified with the MIL major/minor release. For example, MIL version 1.0 will be applied cumulatively to the latest MIL version 1.0 and patch set. All released software changes remain accessible to active subscribers for the entire MIL life cycle. Within each major release of the MIL, any software changes (including ones released as part of a minor release) will be applied cumulatively to the latest release of MIL, including any patch sets.

During the life cycle of a major MIL release, Moxa will make commercially reasonable efforts to maintain binary compatibility for the core runtime environment across all minor releases and software changes. If necessary, Moxa may make exceptions to this compatibility goal for critical impact security or other significant issues.

Furthermore, major releases of MIL will contain a limited set of backward-compatible libraries from previous major releases to allow for the easy migration of applications. Moxa will make efforts to apply changes in such a way as to minimize the amount of change required and to maintain binary compatibility.

The following table details the subscription services, including support and software maintenance, performed during each phase of MIL service life cycle:

Service Description	Phase 1[*1]	Phase 2[*2]	Extended Life Phase	Extended Support
Access to previously released content[*3]	Yes	Yes	Yes	Yes
Technical Support[*4]	Unlimited	Unlimited	Limited[*6]	Limited[*6]
Asynchronous Security Errata	Yes	Yes	No	Yes
Asynchronous Bug-Fix Errata	Yes	Yes	No	Yes

Service Description	Phase 1[*1]	Phase 2[*2]	Extended Life Phase	Extended Support
Minor Releases	Yes	Yes	No	No
Software Enhancement[*5]	Yes	No	No	No
Updated Installation Images	Yes	Yes	No	No

Table 2: Moxa Industrial Linux Subscription Service

*1. Phase 1 is the full-support period of 3 years.

*2. Phase 2 is the maintenance period of 7 years.

*3. Access to previously released content including MIL related documents, application notes, software user's manual, and revision log.

*4. Does not cover user training, debugging user programs, software customization. Technical support in some cases may be limited due to the external hardware used/connected. For example, the latest USB devices and wireless modules may be well supported with older version of MIL. For details, contact Ryan Teng, ryancw.teng@moxa.com.

*5. Software enhancements are additions of new functionality beyond correcting defects or enabling previously existing functionality on a new hardware generation.

*6. During the extended life phase, the scope of the technical support service is limited. The main support is to correct defects including security fixes and bug fixes only.

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