

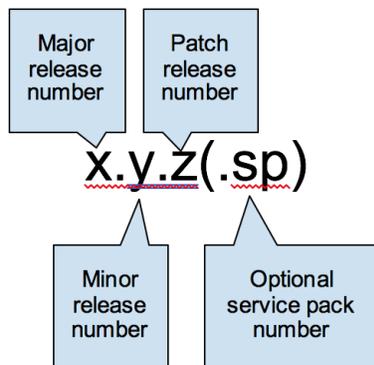


## MuleSoft Product Versioning and Back Support Policy

### Definitions

#### Semantic Versioning

Semantic versioning scheme is based on a release number which has 4 components: Major release number, Minor release number, patch release number, and an optional service pack number.



A Major release means modifications or enhancements to the same Software product as designated by a change in the Major release number. Major Releases do not include separate or different products marketed by MuleSoft under a different name even if such products are compatible with the relevant Software product.

A Minor release means modifications or enhancements to the same Software product as designated by a change in the Minor release number

#### Date Based Versioning.

Date based versions use the month and year for the release name in the format of, "[Month Year] Release". For example, the "June 2015 release."

#### Standard Support

Standard Support includes:

- Technical support on the use of the software, assistance with application configuration, and guidelines on performance tuning. Application code review is not within the scope of this service.
- MuleSoft will attempt to provide patches for customers upon request, and where technically possible, for the following: S1 issues; Critical Security Vulnerabilities; S2 issues where the

product in a non-production environment is nearing a critical milestone, is unusable, and no workaround is available.

- Customer may also request patches or fixes for non-S1 issues, although MuleSoft makes no guarantees about its ability to provide a patch. If a patch is not provided, the Customer is required to upgrade to a future release for the requested capabilities or fixes.
- Access to software downloads, technical content and knowledge base articles.
- Compatibility support and certification of runtime environments for the published supported environments and third party software as documented in the MuleSoft documentation at time of release or detailed in the release notes of any maintenance release.

## Extended Support

Extended Support is provided for products which exist under previous support policies (see below) and can be granted on an exception basis for a product at MuleSoft's discretion.

Extended Support includes:

- Technical support on and around the software for production environments, including troubleshooting, diagnosis and resolution of issues which do not require source code patches.
- MuleSoft will attempt to provide patches for customers upon request, and where technically possible, for the following: S1 issues; Critical Security Vulnerabilities; S2 issues where the product in a non-production environment is nearing a critical milestone, is unusable, and no workaround is available.
- Access to software downloads, technical content and knowledge base articles.

## End of Life Support

Products that are not covered by Standard Support or Extended Support shall be considered End of Life. End of life support will be provided for an additional 12 months after Standard Support and Extended Support end. End of Life support will be limited to technical assistance only with no source code patches or new patch level releases. Support will provide recommendations on what is possible for the Customer, including professional services, references to documentation or knowledge base articles. Patches will not be provided. If there is an issue that requires a patch, you will need to upgrade to a newer version covered by the Standard or Extended Support windows.

After End of Life support expires for a product, MuleSoft will not provide support of any kind.

## Critical Security Vulnerabilities

Critical Security Vulnerabilities means any vulnerability defined as critical by MuleSoft according to the following:

For vulnerabilities discovered in third party libraries that are embedded within MuleSoft Software or vulnerabilities discovered in third party software that is in use within MuleSoft Cloud Offerings, the vulnerability will be typically shared and classified for criticality via public advisories, or otherwise identified by scanning tools as part of MuleSoft's Vulnerability Management Process (VMP). MuleSoft evaluates each such disclosure and either accepts or alters (either higher or lower) the criticality based

on its internal assessment. For those vulnerabilities that are ultimately classified as critical (or high), MuleSoft will:

1. Update embedded libraries as required, and release an updated version or patch of the impacted product(s) for customers to update their installations;
2. Patch the MuleSoft Cloud Offerings as required.

In both cases, the targeted timeline for such updates will be 30 days or less.

For vulnerabilities discovered in MuleSoft Cloud Offerings or Software, MuleSoft will respond to any incoming report of discovered vulnerabilities from the security research community by evaluating the report and assessing its impact and exploitability, calculating and assigning an appropriate CVSS score. Once the score has been derived, MuleSoft will determine the appropriate course of action for developing and disseminating a fix. When such a vulnerability is assigned a “high” score (>7.0), MuleSoft will treat the issue as critical, and where possible, will prioritize the fix ahead of existing development schedule.

## Mule Runtimes

Mule is the runtime engine of Anypoint™ Platform. The following maintenance policies apply to on-premises, cloud and hybrid deployments of Anypoint Platform, including Mule Workers in CloudHub, API Gateways running on-premises or in the cloud and the Mule runtime deployed to a Customer’s own data center (previously referred to as Mule ESB). Mule runtimes follow semantic versioning.

### Maintenance Policy

Starting with Mule Runtime version 4.5, MuleSoft will categorize releases into two types: Edge releases (Mule Runtime version 4.5 or newer) and Long Term Support (**LTS**) releases (Mule Runtime version 4.6 or newer), wherein:

- MuleSoft reserves the right to upgrade the Mule Runtime version on CloudHub applications at any time on behalf of the user, and
- Once a version is outside the Standard Support and Extended Support windows, MuleSoft will provide End of Life Support for on-premises and hybrid deployments.

The Standard Support and Extended Support provided for the Edge release and LTS release shall be as follows:

#### **Mule Runtime Edge Versions - 4.9 Edge and newer**

- MuleSoft will provide Standard support until one month after the next Edge version is released. This will be followed by 3 months of Extended Support.

#### **Mule Runtime Edge Version - 4.8 Edge**

- MuleSoft will provide 5 months of Standard Support, followed by 3 months of Extended Support.

#### **Mule Runtime Versions 4.5, 4.6 and 4.7 Edge**

- Mule Runtime versions categorized as Edge will receive Standard Support for 4 months, followed by 4 months of Extended Support.

### **Mule Runtime LTS Versions - 4.6 LTS or newer**

- Mule Runtime versions categorized as LTS will receive Standard Support for a minimum of 18 months, followed by a minimum of 6 months of Extended Support.

### **For Mule Runtime Versions 4.4 or older:**

- For Mule runtime versions after 4.3.x (beginning with 4.4.x), once a new Minor version for a Major version is released, the previous Minor version will receive Standard Support for an additional 12 months. For Mule versions 4.3.x and prior, once a new Minor version for a Major version is released, the previous Minor version will receive Standard Support for an additional 18 months and Minor versions for a Major version will receive Standard Support for a minimum of 2 years.
- For Mule runtime versions after 4.3.x (beginning with 4.4.x), MuleSoft will offer Extended Support for an additional 12 months after Standard Support ends. For Mule runtimes 3.7 through and including 4.3.x, MuleSoft will offer Extended Support for an additional 2 years after Standard Support ends. Mule 3.5, 3.8 and 3.9 will receive Extended Support for a total of 3 years.
- Once a new Major version is released, MuleSoft will continue to offer Standard Support for at least one Minor version of the previous Major version for a minimum of 3 years beginning from the release date of the new Major version.
- MuleSoft provides Standard Support for the latest released Minor version of the Mule runtime. Extended Support versions are only available on CloudHub for applications already deployed on it. Once a Minor version is outside the Standard Support and Extended Support windows, MuleSoft will provide standard End of Life Support.

### **Mule Runtimes End of Life**

In addition to the End of Life Support policy detailed above:

- End of Life versions will not be available or supported on CloudHub. Applications running on End of Life runtimes on CloudHub will be stopped when Standard and Extended Support end.
- End of Life versions will not be available or supported in Anypoint Studio and Anypoint Code Builder.
- End of Life versions will not be supported by MuleSoft's Cloud Offerings or Anypoint Platform Private Cloud Edition
- MuleSoft reserves the right to End of Life Support a CloudHub runtime for a particular patch version of Mule runtime with 90 days notice due to critical security vulnerabilities that are fixed in a subsequent patch release.
- End of Life Support will be provided for an additional 12 months after Standard Support and Extended Support end for the applications on Hybrid Standalone and RTF.

MuleSoft reserves the right to terminate connections between the on-prem deployment and the cloud control plane during or after End of Life support to protect against vulnerabilities.

### **Support Matrix**

The following tables summarize the current status of the supported Mule versions.

For clarity, the latest Minor release version will be supported under Standard Support until a new Minor version is released. It is not until this new Minor version release date that the exact End of Standard Support and End of Extended Support dates for the previous Minor version are determined (based on the policies in the beginning of this Mule Runtimes section).

## Mule Runtimes

Version	Release Date	End of Standard Support	End of Extended Support
4.11 Edge	February 4, 2026	July 4, 2026	October 4, 2026
4.10 Edge	October 2, 2025	March 3, 2026	June 3, 2026
4.9 LTS	February 6, 2025	August 6, 2027	February 6, 2028
4.9 Edge	February 6, 2025	November 6, 2025	February 6, 2026
4.8 Edge	October 8, 2024	March 8, 2025	June 8, 2025
4.7 Edge	June 4, 2024	October 4, 2024	February 4, 2025
4.6 LTS	February 6, 2024	August 6, 2026	February 6, 2027
4.6 Edge	February 6, 2024	June 6, 2024	October 6, 2024
4.5 edge	October 3, 2023	February 6, 2024	June 4, 2024
4.4	September 7, 2021	October 8, 2024	October 8, 2025
4.3	April 30, 2020	March 7, 2023	March 7, 2025
4.2	May 2, 2019	May 2, 2021	May 2, 2023
4.1	March 20, 2018	November 2, 2020	November 2, 2022

3.9 - long term supported	October 9, 2017	March 20, 2021	March 20, 2024
3.8 - long term supported	May 16, 2016	November 16, 2018	November 16, 2021

### Mule API Gateway versions previous to 2.2

MuleSoft will provide Standard Support for Mule API Gateway versions previous to Mule API Gateway 2.2 according to the dates below:

Version	Release Date	End of Standard Support
2.2	January 26, 2016	January 26, 2018
2.1 - long term supported	Sep 2, 2015	July 26, 2020
2.0	July 9, 2015	July 9, 2017
1.3.2		November 1, 2016
1.3.1 and previous		February 1, 2016

Mule API Gateways after version 2.2 moved to the same semantic versioning as Mule Runtime starting with Mule Runtime version 3.8. With Mule Runtime version 3.8 and later, Mule API Gateway is included as a part of Mule Runtime and follows the same Standard and Extended Support as Mule Runtime stated above.

### Flex Gateway

The following maintenance policy applies to Anypoint Flex Gateway and Anypoint Managed Flex Gateway (collectively referred here to as “Flex Gateway”). Flex Gateway follows semantic versioning.

### Flex Gateway version 1.9 or newer:

- Starting with Flex Gateway version 1.9, MuleSoft will categorize releases into two types: Edge releases and Long Term Support (LTS) releases.
- Flex Gateway versions categorized as LTS will receive Standard Support for 18 months, followed by 6 months of Extended Support.
- Flex Gateway versions categorized as Edge will receive Standard Support for 5 months, followed by 3 months of Extended Support.
- MuleSoft reserves the right to upgrade the Anypoint Managed Flex Gateway version at any time on behalf of the user.
- Once a version is outside the Standard Support and Extended Support windows, MuleSoft will provide End of Life Support.
- **The Policy Development Kit (PDK)** is a feature under Flex Gateway and follows the same Edge and LTS releases as Flex Gateway, for the latest released Minor version of the PDK that is supported with the Flex Gateway version per the documentation. It is expected that Customers upgrade Minor and patch versions of the PDK periodically in order to receive enhancements, bug fixes and patches. All new PDK features in the new LTS or Edge release will not be backported to older versions.

### Anypoint Flex Gateway version 1.8 and older:

- MuleSoft provides Standard Support for the latest released Minor version of Anypoint Flex Gateway.
- Once a new Minor version for a Major version is released, the previous Minor version will receive Standard Support for an additional 12 months. It is expected that Customers upgrade Minor and patch versions of Anypoint Flex Gateway periodically in order to receive enhancements, bug fixes and patches.
- Once a new Major version of Anypoint Flex Gateway is released, MuleSoft will continue to offer Standard Support for at least one Minor version of the previous Major version for 12 months beginning from the release date of the new Major version.
- Once a Minor version is outside the Standard Support window, MuleSoft will End of Life the Minor version.
- The **Policy Development Kit (PDK)** is a feature under Anypoint Flex Gateway.
  - Starting from Anypoint Flex Gateway version 1.6.1, MuleSoft provides Standard Support for the latest released Minor version of the PDK that is supported with the Flex Gateway version per the documentation.
  - Once a new Minor version of the PDK for a Major version is released, if the new PDK Minor version is supported in previous versions of Anypoint Flex Gateway, the previous PDK Minor version will receive Standard Support for 12 months from the release date of the new Minor version.
  - It is expected that Customers upgrade Minor and patch versions of the PDK periodically in order to receive enhancements, bug fixes and patches.
  - Once a new Major version of the PDK is released, MuleSoft will continue to offer Standard Support for at least one Minor version of the previous Major version for 12 months beginning from the release date of the new Major version.

- Once a version is outside the Standard Support window, MuleSoft will End of Life the version.

In addition to the End of Life Support policy detailed above:

- End of Life versions will not be available or supported on Anypoint Managed Flex Gateways . Anypoint Managed Flex Gateways running on End of Life runtimes will be stopped when Standard and Extended Support end.
- Flex Gateway End of Life versions will not be supported by MuleSoft’s Cloud Offerings or Anypoint Platform Private Cloud Edition.
- MuleSoft reserves the right to End of Life a managed environment runtime for a particular patch version of Flex Gateway with 90 days notice due to critical security vulnerabilities that are fixed in a subsequent patch release.
- End of Life Support will be provided for an additional 12 months after Standard Support or Extended Support end for standalone gateways.
- MuleSoft reserves the right to terminate connections between the on-prem deployment and the cloud control plane during or after End of Life support to protect against vulnerabilities.

Flex Gateway Version	Release Date	EOL Date
1.0.0	May 2, 2022	July 31, 2023
1.0.1	May 2, 2022	July 31, 2023
1.1	July 31, 2022	September 28, 2023
1.2	September 28, 2022	October 31, 2023
1.3	October 31, 2022	February 22, 2024
1.4.x	February 22, 2023	July 20, 2024
1.5.x	July 20, 2023	November 29, 2024
1.6.x	Nov 29, 2023	May 6, 2025

1.7.x	May 6, 2024	August 14, 2025
1.8.x	August 14, 2024	March 14, 2026

## MuleSoft Robotic Process Automation (RPA)

The following maintenance and support policy applies to MuleSoft Robotic Process Automation (RPA) (aka Salesforce Flow RPA) as indicated for each MuleSoft RPA component.

### RPA Manager

For RPA Manager, there is one current version that is supported at all times. MuleSoft does upgrades on behalf of the user. RPA Manager is backward compatible with all currently supported MuleSoft RPA client components (RPA Bot, RPA Recorder and RPA Builder).

### RPA Bot

- MuleSoft RPA Bot follows semantic versioning. All Minor versions of RPA Bot are backward compatible. Versions cannot be downgraded.
- MuleSoft provides Standard Support for the latest Minor version. Once a new Major or Minor version is released, the prior Minor release will receive Standard Support for 6 months. For clarity, the latest Minor release version will be supported under Standard Support until a new Minor version is released. It is not until this new Minor version release date that the exact End of Standard Support dates for the previous Minor version are determined.
- Once a Major or Minor version is outside the Standard Support window, MuleSoft will provide End of Life Support (additional MuleSoft RPA End of Life terms apply as stated below).
- It is expected that Customers upgrade Minor and patch versions of RPA Bot periodically in order to receive enhancements, bug fixes and patches and stay current with security fixes. MuleSoft reserves the right to force Customers to upgrade any version at any time due to critical security vulnerabilities that are fixed in a subsequent patch release.

### RPA Recorder

- MuleSoft RPA Recorder follows semantic versioning. All Minor versions of RPA Recorder are backward compatible. Versions cannot be downgraded.
- MuleSoft provides Standard Support for the latest Minor version. Once a new Major or Minor version is released, the prior Minor release will receive Standard Support for 6 months. For clarity, the latest Minor release version will be supported under Standard Support until a new Minor version is released. It is not until this new Minor version release date that the exact End of Standard Support dates for the previous Minor version are determined.
- Once a Major or Minor version is outside the Standard Support window, MuleSoft will provide End of Life Support (additional MuleSoft RPA End of Life terms apply as stated below).

- It is expected that Customers upgrade versions of RPA Recorder to receive enhancements, bug fixes and patches and stay current with security fixes. Customers are also expected to upgrade to keep their RPA Recorder and RPA Builder versions compatible with each other.

## RPA Builder

- MuleSoft RPA Builder follows semantic versioning. All Minor versions of RPA Builder are backward compatible. Versions cannot be downgraded.
- MuleSoft provides Standard Support for the latest Minor version. Once a new Major or Minor version is released, the prior Minor release will receive Standard Support for 6 months. For clarity, the latest Minor release version will be supported under Standard Support until a new Minor version is released. It is not until this new Minor version release date that the exact End of Standard Support dates for the previous Minor version are determined.
- Once a Major or Minor version is outside the Standard Support window, MuleSoft will provide End of Life Support (additional MuleSoft RPA End of Life terms apply as stated below).
- It is expected that Customers upgrade versions of RPA Builder to receive enhancements, bug fixes and patches and stay current with security fixes. Customers are also expected to upgrade to keep their RPA Recorder and RPA Builder versions compatible with each other.

## MuleSoft RPA End of Life

In addition to the maintenance and support policy detailed above for each MuleSoft RPA component:

- End of Life versions of RPA Bot, RPA Recorder and RPA Builder are not required to be compatible with RPA Manager.
- MuleSoft reserves the right to End of Life a RPA Bot version with 90 days' notice due to critical security vulnerabilities that are fixed in a subsequent patch release.

## Mule Management Console (MMC)

Mule Management Console (MMC) was deprecated in December 2015. MuleSoft will provide Standard Support for the latest version until the End of Standard Support for Mule Runtime version 3.5, when MMC will be End of Life.

Support Matrix:

The following tables summarize the current status of the supported MMC versions.

MMC

Version	Release Date	End of Standard Support	Supported Mule Versions
3.8.1 and later	September 2016	July 15, 2019	Supports Mule V3.5-V3.8.x

3.7.3	December 2015	December 2016	Supports Mule V3.5-V3.7.x
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## **Anypoint Studio**

Anypoint Studio includes MUnit and MUnit Studio Plugin.

Anypoint Studio 6 follows semantic versioning. All versions of Anypoint Studio 6 are forward compatible. Versions cannot be downgraded. Munit for Anypoint Studio 6 follows semantic versioning (1.x). All versions of MUnit Anypoint Studio 6 are forward compatible. MuleSoft provides Extended Support for the latest Minor version of Anypoint Studio 6 until March 20, 2024.

Anypoint Studio 7 follows semantic versioning. All versions of Anypoint Studio 7 are forward compatible. MUnit for Anypoint Studio 7 follows semantic versioning (2.x). All versions of MUnit for Anypoint Studio 7 are forward compatible. MUnit Studio Plugin for Anypoint Studio 7 follows semantic versioning (2.x). All versions of MUnit Studio Plugin for Anypoint Studio 7 are forward compatible. Versions cannot be downgraded. MuleSoft provides Standard Support for the latest Minor version of Anypoint Studio 7.

It is expected that customers upgrade versions of Studio in order to receive enhancements, bug fixes and patches. MUnit and MUnit Studio Plugin follow the same support lifecycle as the associated version of Anypoint Studio.

Customers that require Java 8 and/or a Mule Runtime older than 4.9 must use Studio 7.20. Notwithstanding anything to the contrary, Extended Support for Anypoint Studio 7.20 will continue until the end of Extended Support of Mule Runtime 4.6 LTS.

## **Mule Maven Plugin (MMP)**

Mule Maven Plugin for Anypoint Studio 6 follows semantic versioning (2.x). All versions of Mule Maven Plugin for Anypoint Studio 6 are forward compatible. Versions cannot be downgraded. MuleSoft provides Extended Support for the latest Minor version of Mule Maven Plugin for Anypoint Studio 6 until March 20, 2024.

Mule Maven Plugin for Anypoint Studio 7 follows semantic versioning (3.x). All versions of Mule Maven Plugin for Anypoint Studio 7 are forward compatible. Versions cannot be downgraded. MuleSoft provides Standard Support for the latest Minor version of Mule Maven Plugin for Anypoint Studio 7.

Mule Maven Plugin follows the same support lifecycle as the associated version of Anypoint Studio. It is expected that customers upgrade versions of Mule Maven Plugin in order to receive enhancements, bug fixes and patches.

## **Anypoint Connectors**

Anypoint Connectors follow semantic versioning and have 4 categories: Premium, Select, MuleSoft Certified and Community.

## Select and Premium

MuleSoft will provide Standard Support for the last Major or Minor version of a Select or Premium connector and for 1 year after release of the next Major or Minor version of a connector. After this, MuleSoft will provide End of Life Support. Updates to Minor, and maintenance versions of connectors are all backward compatible unless a non-compatible change is introduced in the underlying API itself that the connector connects to. For non-compatible changes outside MuleSoft's control, MuleSoft will indicate in the release notes any non-backward compatible changes to the connector.

## MuleSoft Certified

MuleSoft Certified connectors are developed by MuleSoft's partners and developer community and subsequently reviewed and certified by MuleSoft. For these connectors, MuleSoft will take initial calls from customers and isolate the issue for resolution. MuleSoft disclaims any additional support obligation for such MuleSoft Certified Connector. For support of MuleSoft Certified Connectors, customers should contact the MuleSoft partner that created the connector.

## Community

Community Connector customers have access to Customer Support who troubleshoot to ensure that all licensed components of the platform are working as designed. If the Community connector is the source of the issue and assistance is required to modify or alter the connector, MuleSoft Professional Services or an accredited MuleSoft Partner can be engaged by contacting their MuleSoft Account Manager.

## Anypoint Connector DevKit

MuleSoft will provide Standard Support for the last major or minor version of Anypoint Connector DevKit and for 1 year after release of the next major or minor version of Anypoint Connector DevKit. After this, MuleSoft will provide End of Life Support.

## Cloud Offerings

For our Cloud Offerings, there is one current version that is supported at all times and upgrades are done on behalf of the user. Cloud Offerings use date based versioning. Cloud Offerings are backward compatible with all currently supported runtimes.

Version 2.0 and above of API Community Manager is a Cloud Offering under this Product Versioning and Back Support Policy, and shall have upgrades applied automatically. Prior versions must be manually upgraded by Customer. Standard support for API Community Manager versions 1.0.x-1.82.x will end on August 12, 2021.

## Anypoint Platform Private Cloud Edition

(Also referred to as On Premises Edition)

- For PCE versions beginning with 4.1, all PCE versions will receive Standard Support for a minimum of 12 months after the release date. Long Term Support [LTS] versions will receive Standard Support for a minimum of 18 months after the release date.
- For PCE versions prior to 4.1, all Minor and Major versions will receive Standard Support for a minimum of 12 months after the release of the next Major or Minor version.
- Once a new Minor or Major version is released, only critical security fixes will be backported. Backporting will only be done for supported versions of the software.

- Patch Releases will contain cumulative fixes which MuleSoft considers necessary for the proper functioning of the software.
- Once a PCE version is outside the Standard Support window, MuleSoft will provide End of Life Support. Extended Support does not apply to Anypoint Platform Private Cloud Edition.
- Anypoint Platform Private Cloud Edition will release major/minor/patch updates approximately twice a year.
- Anypoint Platform Private Cloud Edition updates must be made sequentially to ensure compatibility. For example, if upgrading from 1.5 to 1.7, you must first upgrade to 1.6 before moving to 1.7.

(for versions and dates, see below support matrix)

## Support Matrix

The following tables summarize the current status of the supported Anypoint Platform Private Cloud Edition Versions.

<b>Version</b>	<b>Release Date</b>	<b>End of Standard Support</b>
4.1.x (LTS)	July 17, 2025	January 17, 2027
4.0.0	October 31, 2024	April 30, 2026
3.2.5	April 3, 2025	April 3, 2026
3.2.4	January 30, 2025	January 30, 2026
3.2.3	March 1, 2024	October 31, 2025
3.2.2	August 2, 2023	October 31, 2025
3.2.1	March 6, 2023	October 31, 2025
3.2.0	January 17, 2023	October 31, 2025
3.1.3	December 8, 2023	December 8, 2024
3.1.2	April 25, 2023	April 25, 2024
3.1.1	November 21, 2022	April 15, 2024
3.1.0	April 15, 2022	April 15, 2024
3.0.x	January 11, 2021	April 15, 2023
2.1.x	March 31, 2020	January 31, 2022

2.0.x	August 24, 2018	March 31, 2021
1.7.x	December 15, 2017	July 31, 2019
1.6.x	June 5, 2017	July 15, 2018
1.5.x	November 8, 2016	December 5, 2017
1.1.x	December 16, 2015	August 8, 2017
1.0.0	October 25, 2015	September 16, 2016

## Anypoint Runtime Fabric

Support for Anypoint Runtime Fabric depends on both the Runtime Fabric version and the Kubernetes version.

### Runtime Fabric Version:

- The latest Minor release of a Major version will receive Standard Support. Previous Minor and patch versions of the same Major version will receive Extended Support. It is expected that Customers upgrade Minor and patch versions of Runtime Fabric periodically in order to receive enhancements, bug fixes and patches.
- Once a new Major version is released, the last Minor release of the previous Major version will receive Standard Support for 6 months, and Extended Support for an additional 6 months.
- Once a Major version is outside the Extended Support window, MuleSoft will provide End of Life Support. Anypoint Runtime Fabric upgrades may need to be made sequentially to ensure compatibility. For example, if upgrading from 1.0 to 3.0, you may be required to first upgrade to 2.0 before moving to 3.0.

### Kubernetes Version:

- For Anypoint Runtime Fabric on Self-Managed Kubernetes, MuleSoft will not support the Kubernetes environment that Runtime Fabric is installed on, or any services and configurations applied to the Kubernetes environment, including those provided by Customer or third parties.
- As Anypoint Runtime Fabric integrates with new stable versions of Kubernetes, MuleSoft will provide Standard Support for Anypoint Runtime Fabric on Self-Managed Kubernetes for four minor versions of Kubernetes from the last integrated version with Runtime Fabric. For example, if the latest stable minor version of Kubernetes that is integrated with Runtime Fabric is 1.25, then the supported versions of Kubernetes for Runtime Fabric on

Self-Managed Kubernetes would be 1.25 through 1.22. Customers are required to maintain the health of their Kubernetes environment and to apply upgrades to Kubernetes to remain within the window of versions supported by MuleSoft.

### Runtime Fabric Support Dates

Version	Release Date	End of Standard Support	End of Extended Support
2.0	September 13, 2022	June 2023 or later	June 2024 or later
1.13	May 24, 2022	March 13, 2023	February 1, 2024

Once Extended Support ends, MuleSoft will provide End of Life Support for 12 months.

### RTF Installer (Appliance) Support Dates:

Version	Release Date	End of Standard Support	End of Extended Support
2.0	December 14, 2022	August 1, 2023	February 1, 2024
1.1	August 12, 2022	August 1, 2023	February 1, 2024

Note: The support timelines for RTF Appliance will apply to the Runtime Fabric 1.x versions which are installed on RTF Appliance. MuleSoft will provide Extended Support for 1.x versions until February 1, 2024 and EOL Support until February 1, 2025.

Once Extended Support ends, MuleSoft will provide End of Life Support for 12 months.

### Anypoint Platform for Pivotal Cloud Foundry (PCF)

Service Brokers for PCF (Tile)

Anypoint Platform for Pivotal Cloud Foundry (PCF) versions 1.5 and 1.6 reached End of Life in March 2018 and is no longer supported.

The below policy applies only to the Anypoint Platform Service Brokers for PCF (tile) distributed on Pivotal.io, which is included as part of the Anypoint Platform for Pivotal Cloud Foundry solution. Other components of this solution such as Anypoint Platform Private Cloud Edition and Mule Runtimes are subject to their individual versioning and back-support policies.

Versioning and back-support for Anypoint Platform Service Brokers for PCF will be the same as Anypoint Platform Private Cloud Edition with the following addition:

- MuleSoft previously provided support and patches for Elastic Runtime versions which are supported by Pivotal Cloud Foundry\* and which were also compatible with supported MuleSoft product versions (as stated in release notes).

\*See [Pivotal support matrix](#) and [PCF Support Policy](#) for Elastic Runtime support details

## Support Matrix

The following tables summarize the previously supported Anypoint Platform Service Brokers for PCF.

Version	Release Date	End of Standard Support
1.5	March 4th, 2017	March 2018

## Anypoint Partner Manager

- MuleSoft provides Standard Support for the latest Minor release of Anypoint Partner Manager.
- Once a Minor version for a Major version is released, the previous Minor and patch versions of the same Major version will receive Extended Support for 1 year. It is expected that Customers upgrade Minor and patch versions of the Anypoint Partner Manager templates periodically to receive enhancements, bug fixes, and patches.
- Once a new Major version is released, MuleSoft will continue to offer Standard Support for at least one Minor version of the previous Major version for a minimum of 6 months.
- Once a Major or Minor version is outside of the Extended Support window, MuleSoft will provide End of Life Support.

## Anypoint Service Mesh

- MuleSoft provides Standard Support for the latest Minor release of Anypoint Service Mesh.
- Once a Minor version for a Major version is released, the previous Minor and patch versions of the same Major version will receive Extended Support for additional 6 months. It is expected that Customers upgrade Minor and patch versions of Anypoint Service Mesh periodically in order to receive enhancements, bug fixes and patches.
- Once a new Major version is released, MuleSoft will continue to offer Standard Support for the last Minor version of the previous Major version for a minimum of 6 months.
- Once a Major or Minor version is outside of the Extended Support window, MuleSoft will provide End of Life Support.
- MuleSoft will support configurations managed via Anypoint Service Mesh Command Line Interface, Anypoint Service Mesh YAML manifests, and Anypoint Platform (e.g. issues with Anypoint Service Mesh configurations and MuleSoft provided out of the box policies). MuleSoft will not support Istio and any Istio policies which are not applied and managed by Anypoint Platform.

## Anypoint Code Builder for Desktop

Anypoint Code Builder for Desktop is available to customers as a [standalone extension pack](#) on the Visual Studio Code Marketplace, titled “Anypoint Extension Pack.” The Anypoint Extension Pack is published under the Salesforce verified account and contains, but is not limited to, the following extensions:

- [Anypoint Code Builder - API Extension](#)
- [Anypoint Code Builder - APIKit Extension](#)
- [Anypoint Code Builder - Integration Extension](#)
- [Anypoint Code Builder - Platform Extension](#)
- [Anypoint Code Builder - Dependencies Extension](#)
- [Anypoint Code Builder - DataWeave Extension](#)
- [Anypoint Code Builder - MUnit Extension](#)

The extension pack and extensions contained therein follow semantic versioning, and it is expected that customers install the extension pack in its entirety to receive full product functionality. Additionally, individual extensions should be kept up to date in order to receive enhancements, bug fixes, and patches. By default, Visual Studio Code will automatically initiate updates for both its core application and any installed extensions; however, this functionality can be disabled in the Visual Studio Code settings if desired. All versions of Anypoint Code Builder for Desktop are forward compatible; however, MuleSoft will provide Standard Support for only the latest Minor version of Anypoint Code Builder for Desktop.

Note: *Anypoint Code Builder*, the cloud offering counterpart to *Anypoint Code Builder for Desktop*, falls outside of this support policy as it is currently in Beta. Furthermore, users leveraging a *Trial* or *Expired Trial* Anypoint Platform account are ineligible to receive support for this product.