

Moxa ThingsPro Edge

Software Life-cycle Policy

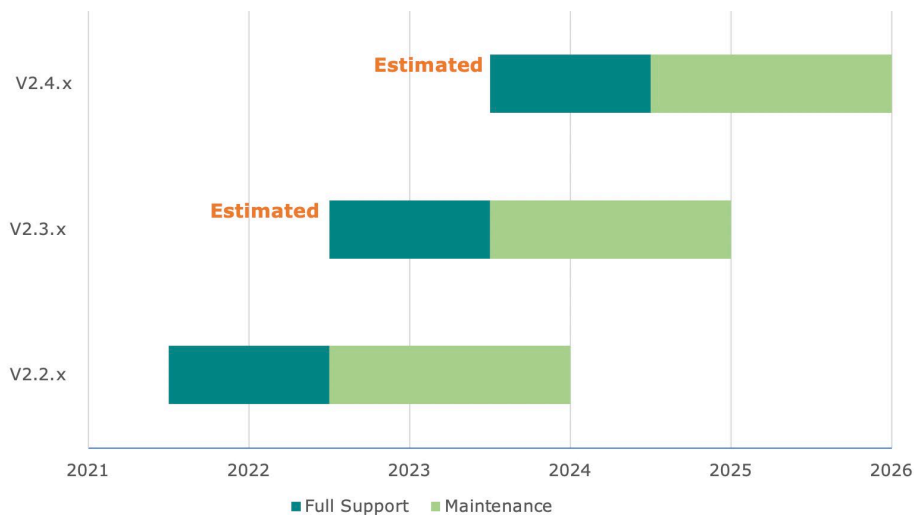
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Introduction

ThingsPro Edge (TPE) is an edge-gateway software that runs on Moxa’s IIoT gateways (industrial computing platforms) to enable efficient data acquisition and bridge the data-transmission gaps when between field devices and cloud applications. TPE offers an intuitive user interface to acquire data from end devices, manipulate/filter data locally before sending it out to applications, and enable secure data transmission. With the functions available as built-in RESTful APIs, integrating these capabilities into your systems is more straightforward and easier than ever.

TPE Releases

Moxa is continually enhancing TPE to meet the demands and requirements from the markets that Moxa serves. Each TPE release is qualified and compatible with Moxa Industrial Linux firmware¹ and eligible Moxa industrial computers². The following diagram shows the roadmap for TPE releases and the corresponding support periods. The support period for TPE releases is divided into two periods: full support and maintenance. Each version comes with a twelve-month full support period and an eighteen-month maintenance period. Major releases will occur mid-year every year while minor releases are generated at Moxa’s sole discretion during the support period.



¹[More information about Moxa Industrial Linux](#)

²[TPE eligible devices](#)

Please note that ThingsPro Edge v2.1.1 (released to the Moxa website on March 31, 2021) is for public preview only and is not in the scope of the full-support and maintenance periods. The next official release (v2.2.0) will be available around Q3, 2021.

Revisions

TPE releases use versions in the **X.Y.Z** format where **X** represents the TPE generation release, **Y** represents the major release, and **Z** represents the minor release. Software changes can be released individually on an as-needed basis or aggregated into a minor release, which may also contain security and bug fixes. Between major releases, all software changes (including new feature enhancements, updates/fixes released as part of a minor release, and any patch sets) will be cumulatively applied to the latest TPE release.

A release may include:

- New software functionalities
- Bug fixes including for security vulnerabilities
- New hardware platform compatibilities
- Linux kernel patches
- Moxa system library patches
- Third-party application patches¹

¹For information on third-party applications used in TPE, [click here](#).

Full-support Period

The full support period starts when a TPE general/major version is released and ends twelve (12) months thereafter. Moxa provides the following services during the full-support period.

- Qualified, critical, and important security fixes and selected high-priority bug fixes will be released as they become available.
- Moxa may provide new or improved software functionality enhancements as major or minor releases at its sole discretion.
- The releases are cumulative and include the contents of previously released updates. The focus for the releases during this phase will be on resolving defects that are of high and medium priority.
- Any software changes, including customers' requests, may be made available at the sole discretion of Moxa, based on technical complexity, the customer's business requirements, and schedule.

Maintenance Period

The maintenance period starts when the full support period ends and ends eighteen (18) months thereafter. Moxa provides the following services during the maintenance period.

- Software changes may be delivered as minor releases as needed.
 - The minor releases will also include available and qualified software changes for security vulnerabilities.
 - Minor releases are cumulative and include the contents of previously released updates. The focus of the minor releases during this phase will be on resolving defects that are of high or medium priority.
- New software functionalities will not be available during this phase.

After the Maintenance Period Ends

No technical support will be provided. Only existing installations¹ and hardware platform compatibility will be supported. Please contact your local sales representative if you would like to avail services beyond the support scope defined herein. A support fee may apply based on the support scope to be defined in a service contract with Moxa.

¹The EOL versions can be downloaded [here](#).

Support Policy

General/Major Releases

Moxa provides two-and-half-year support for TPE general/major releases that includes a twelve-month full-support period and an eighteen-month maintenance period.

Fixes to Vulnerability

If the CVSS (Common Vulnerability Scoring System) score of a vulnerability is equal or higher than 9.0, or a vulnerability is reported by a customer, Moxa will respond to the vulnerability within 45 days. The response may include but not limited to the following:

- Information that describes the vulnerability, workaround, solutions, and/or installation instructions disclosed in [Security Advisories](#) available on the Moxa official website.
- Patches available on TPE product page of Moxa official website for all affected products.
- Moxa reserves the right to extend the response time if in any circumstances Moxa is not able to release patches for vulnerabilities within 45 days.

If the CVSS score of a vulnerability is equal or higher than 7.0 and lower than 9.0, Moxa will provide patches in the next major or minor release.

Moxa provides [RSS feed](#) of Security Advisories for all Moxa products. Please subscribe to these feeds and receive new patch notifications via your RSS reader. Moxa also provides a process for customers to report security vulnerabilities. If you are concerned about a potential security vulnerability in a TPE release, please report it via this [website](#).