

# Go Sign Desktop Client Support and release policy

**T2-CG**

**11 October 2023**

# Support vs Certification

- **Support is provided by the official Vendor (Ascertia), which is the only one able to provide patches and new versions.**
- **Current supported version by Ascertia for the TARGET Services: 6.9.x (all fix packs)**
- **Within the supported versions, patches are always provide on top of the latest available fix pack**

# Certification Advantages

- **Certification is done by the 4CB:**
- **Up to two versions in parallel can be certified by the 4CB (the most up-to-date)**
- **Currently certified versions are 6.9.0.1 and 6.9.0.9**
- **Certified versions include security fixes and cumulative patches (and may already address the customer problem).**
- **Certified versions are subject to full 4CB regression test in addition to tests performed by the vendor. Only certified releases can be downloaded from the ESMIG Portal**
- **When a ticket is opened on a certified version, 4CB can provide more assistance in reproducing issue, providing additional evidences to speed up Ascertia analysis.**

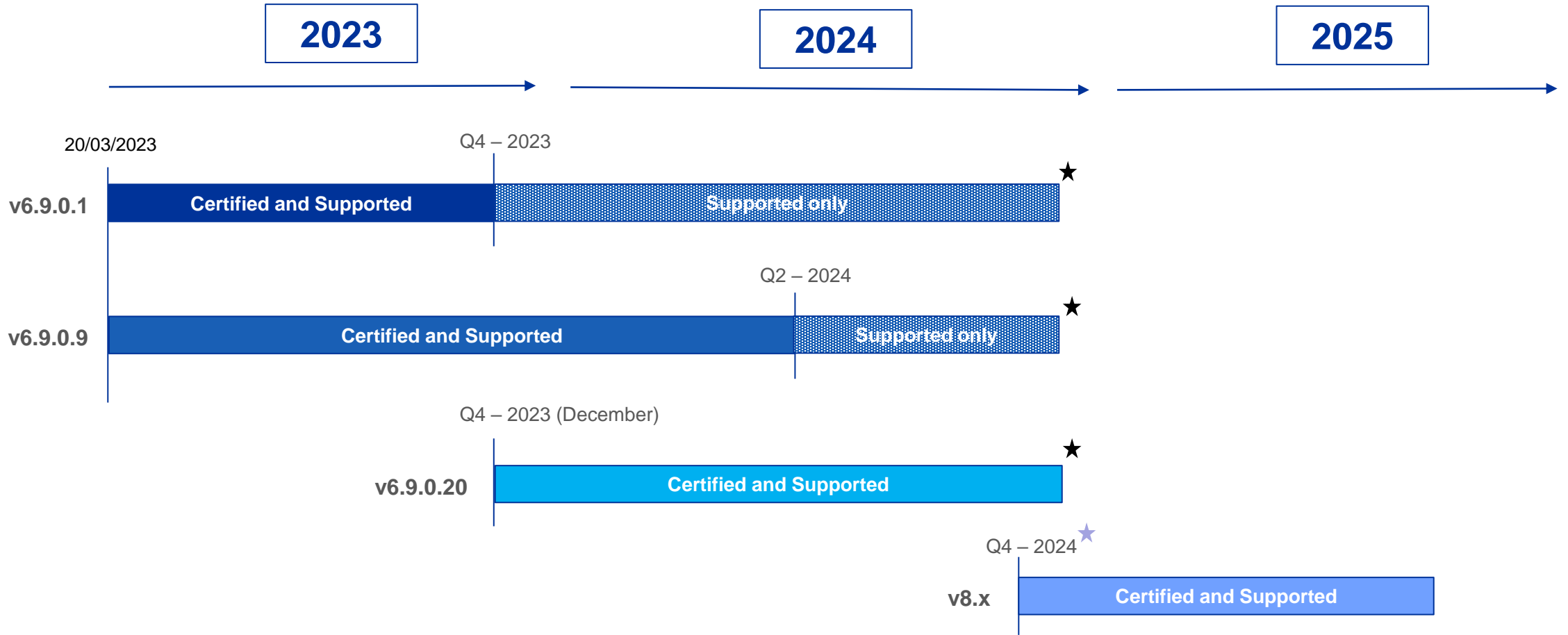
# General release policy

- **One new version per year will be released**
- **This new version will either be an updated fix pack within the same major release (as it will happen in 2023) or belong to a new major version (as it will happen in 2024)**
- **Fix packs to solve urgent security vulnerabilities can be released at any time according to the criticality (scoring) of the vulnerability**

# Short term roadmap

- In Q4 2023 the 4CB will certify and roll out candidate release 6.9.0.20. Rollout in Production is expected beginning December 2023
- As a consequence 6.9.0.1 will be no more certified by the 4CB, yet supported by Ascertia
- 6.9.0.9 will remain certified till Q2 2024; afterwards the only certified version will be the 6.9.0.20

# Roadmap 2023-2025



★ Clarifications on-going with Ascertia on the duration of the period when 6.9 and 8.x versions can be supported in parallel.

★ Release timing subject to the successful completion of the certification tests by the 4CB

## In case of problems with the 6.9 GSD client:

- **If this issue affects a certified client the 4CB will try to reproduce the issue and provide additional evidences to Ascertia; otherwise they can only route the available information stemming from the customer (slower investigation path)**
- **Two possible outcomes from Ascertia investigations:**
  - The reported issue is known and already solved by one of the 4CB certified versions: user will be asked to upgrade to such version
  - The reported issue is a new one: Ascertia will prepare a patch on top of the most up-to-date certified version. On a best effort basis the 4CB will perform a basic set of regression tests. User will be asked to upgrade to such version.

# Medium term release policy

- **In Q4 2024 The 4CB will certify and roll out the new major version 8.x**
- **Clarifications on-going with Ascertia on the duration of the period they can commit on still supporting the 6.9 (only latest fix pack in this case) after that the 8.x will be officially rolled out by the 4CB.**
- **An update by Ascertia is expected end of November 2023.**
- **Once expired this period, users still running a 6.9.x client will have to mandatorily upgrade to the most-up-date certified 8.x release**