ShapeBlue CloudStack Support Matrix

	Version	Supported from	Maintenance		ShapeBlue support
			End of proactive maintenance	End of security patching (CVE's only)	End of ShapeBlue Product Patching service
Previous versions	CloudStack 4.16	15 November 2021	01 December 2022	01 June 2023	01 December 2023
	CloudStack 4.17	08 June 2022	01 July 2023	01 January 2024	01 July 2024
Current versions	CloudStack 4.18	20 March 2023	01 April 2024	01 October 2024	01 April 2025
	CloudStack 4.19	06 February 2024	01 March 2025	01 September 2025	01 March 2026
	CloudStack 4.20	02 December 2024	01 January 2026	01 July 2026	01 January 2027
Future versions	CloudStack LTS Q1/2 2025*	Release date	Release date + 12 months	Release date + 18 months	Release date + 24 months
	CloudStack LTS Q3/4 2025*	Release date	Release date + 12 months	Release date + 18 months	Release date + 24 months

We will provide Product Patching up until the "End of ShapeBlue support" date

We will provide "Proactive maintenance" patching for 1 year after "Supported from" date

We will provide Proactive Security Patching for 18 months after the "Supported from" date

*All future release dates are provided for guidance only and are subject to change based on the Apache CloudStack community release date

The following is provided for information purposes. Full Terms & Conditions can be found at shapeblue.com

We will provide Reactive Support to any version of CloudStack our customers choose to install. However, we can only provide Maintenance and our Product Patching service as specified above. Any version of CloudStack 2 years past the 'supported from' date is deemed to be an Unmaintained Version

If an existing customer installs an Unmaintained Version we cannot provide our Product Patching service or Maintenance, but Reactive Support only

If a new customer has an Unmaintained Version we cannot provide our Product Patching service or Maintenance, but Reactive Support only