Software and Support Lifecycles – Elo Android Devices and EloView

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The purpose of this article is to clarify and educate our customers on software lifecycles in our Android devices ecosystem. As our device population grows and newer devices are released, it is important that we continue to support an "enterprise life cycle." At the same time, we need to shift resources to take advantage of the newest technologies.

This article will lay out the various software components in the Elo Android ecosystem, and provide clear distinction between development status, support status and functionality at different stages of lifecycle. The article will be updated from time to time to reflect current status – please check www.elotouch.com/support for the latest version.

Android Device OS and Software

The software stack on Elo's Android devices can be thought of in four layers:

1. "BSP" – Base operating system (Linux-based), provided by the Chip manufacturer (e.g., Qualcomm).
2. Android – provided by Google
3. Elo Device SDK – functionality for hardware and OEMConfig (starting 4.0 devices)
4. EloView Client (remote management functionality) and kiosk web browser client

Elo's software team integrates the four layers into a single OS Image, which is installed on devices when you receive them or provided as a "device update" remotely through EloView or other remote methods. Device updates for 1.0 and 2.0 devices are on an as needed basis based on Elo analysis. Updates for 3.0 devices are provided quarterly. Future devices may have a different update frequency.

Figure 1 shows the Elo Android device support roadmap. The first generation of Elo devices (I-Series 1.0) entered mass production in Spring 2015, our device update support ends in December 2020.
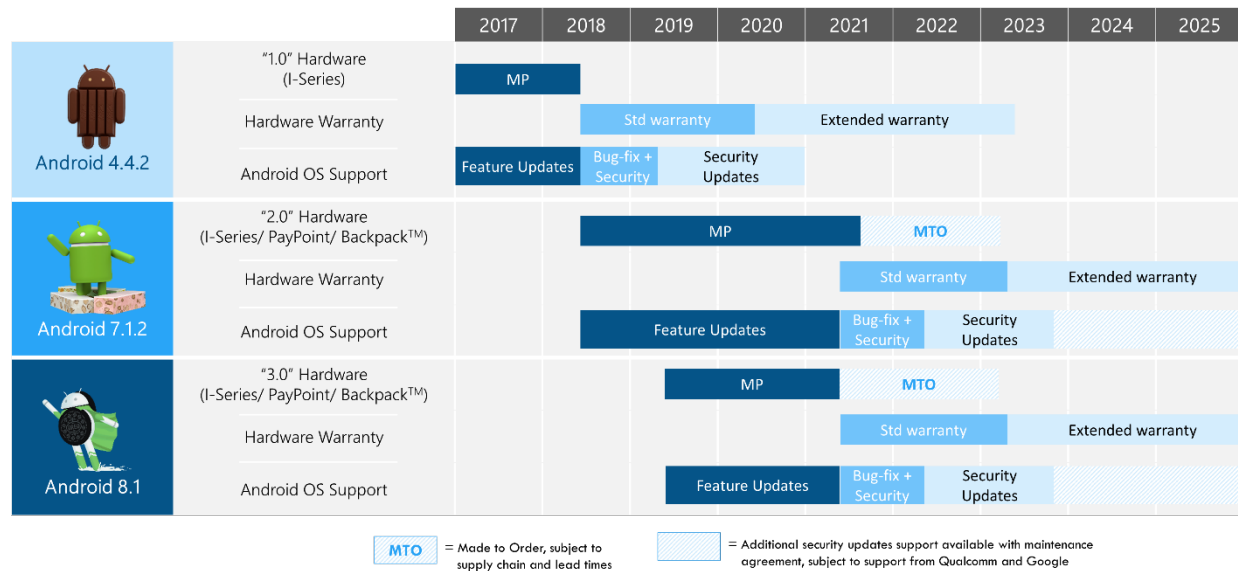
		2017	2018	2019	2020	2021	2022	2023	2024	2025
Android 4.4.2	"1.0" Hardware (I-Series)	MP								
	Hardware Warranty			Std warranty		Extended warranty				
	Android OS Support	Feature Updates		Bug-fix + Security	Security Updates					
Android 7.1.2	"2.0" Hardware (I-Series/ PayPoint/ Backpack™)			MP			MTO			
	Hardware Warranty						Std warranty		Extended warranty	
	Android OS Support			Feature Updates		Bug-fix + Security	Security Updates			
Android 8.1	"3.0" Hardware (I-Series/ PayPoint/ Backpack™)				MP		MTO			
	Hardware Warranty						Std warranty		Extended warranty	
	Android OS Support				Feature Updates		Bug-fix + Security	Security Updates		

MTO = Made to Order, subject to supply chain and lead times

= Additional security updates support available with maintenance agreement, subject to support from Qualcomm and Google

Figure 1: Elo Android Device Support Roadmap

There are three stages to a device's support life cycle. For exact dates, please refer to the roadmap in the preceding figure.

1. **Feature updates:** During this stage, devices will continue to receive functionality enhancements such as software support for new peripherals, a new Android OS version ("Dessert Release") or enhancements to EloView functionality. Feature updates are typically available through the availability life[1] of a device. During this period, any applicable bug fixes and security updates are also packaged as part of the device updates

2. **Bugfixes and Security Updates:** Once a device is no longer in production, our updates focus on minor features, bug-fixes and Security updates. Elo is typically open to customer input on specific fixes based on business opportunity during this time.

3. **Security Updates Only:** This period typically begins one year to eighteen months from end-of-sale and ends with two-and-a-half to three years from end of sale.

In the entire timeframe of support lifecycle, Elo Engineering team monitors common vulnerabilities and exposures to determine applicable issues that need addressing. Fixes may be developed by Elo, or dependent upon a supplier (Google or Chip manufacturer). In some cases, our suppliers may end update support prior to Elo's planned End of Update Support date. In these cases, Elo will make relevant updates within Elo's control available – and take actions as necessary based on customer feedback, severity and business situation.

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[1] The time when the device is available in mass production status from Elo.

EloView Cloud Portal

End of Update support DOES NOT mean that devices are unmanaged/ invisible in the EloView. From time to time, due to significant technology or product changes, it may be necessary to "drop" support for certain devices from EloView – however for such an event Elo will follow a separate notification and transition path.

Even after end-of-update support, EloView will allow you to update devices up to the last released version applicable to the device.

Once the "Feature Updates" portion of the device lifecycle has passed, new EloView features may not be available on older devices. For example, the EloView "Core | Connect | Control" offerings are not available on I-Series 1.0

For 1.0, 2.0 and 3.0 devices, an EloView subscription includes all available updates for your device. In the future, the offering structure will be de-bundled so that customers will be able to purchase such OS-update only subscriptions.

For enterprise customers, an additional option – to develop and deploy CUSTOM updates also exists in EloView. Please contact our Application Engineering and Technical Support (AES) team for further information.

Reference Materials

1. EloView Master Subscription Services Agreement (MSSA) and Additional Terms including approved geographies for EloView
2. Elo Warranty Information
3. Guide to Device OS Releases and Android Versions for Elo Android Devices

Frequently Asked Questions

1. **What does "End of Update Support" mean?**

   End of Support, for software, means updates to the product are not available as a matter of standard Elo releases and Elo's support teams will not be able to provide integration and compatibility support. Customers may purchase custom support models (such as a device update for an fixed Engineering fee), but standard support options are no longer available.

   This does not mean that the product will stop functioning or that the product will no longer be manageable via EloView. Additionally, all on-device and cloud APIs will continue to work on an "as-is" basis with no enhancements to bug-fixes.

2. **Elo provided an end-of-support notification in December for 1.0 devices. Does that mean my devices will stop functioning?**

No. Your device and EloView functionality will continue normally. The announcement merely states that additional updates will not be provided after January 2021.

3. **Will my devices stop functioning in EloView in January 2021?**

No. Your device and EloView functionality will continue normally. The announcement merely states that additional updates will not be provided after January 2021.

4. **What if I have a critical security issue that requires an update after Elo's end-of-update-support date?**

Elo does plan to make one final update for catchup in early 2021. If you have a concern on devices that are currently deployed, please contact Elo Support. We may be able to offer a customized update for a fee.

5. **Can I apply previously released updates using cloud API or EloView after Elo's end-of-update-support date?**

Yes. All previously released updates to the devices will be available to you in your EloView portal, or if certified, via API.