

PRODUCT LIFECYCLE POLICY

RELEASES



Product	Release Version	General Availability End Date ¹	Limited Support End Date	Extended Support End Date	Software Customization Support End Date ⁴	Extended Support for Software Customization	Footnotes
CORE PRODUCTS							
MEDIATRIX	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 5
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 5
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 6
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 7
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	2, 8
	2.5	12/01/2016	31/12/2018	30/06/2019	31/12/2018	Not available	2, 9
RESPONSE	2.6	01/12/2018	01/06/2019	01/12/2019	01/06/2019	Contact Us	2, 9
	2.7	01/11/2020	01/05/2021	01/11/2021	01/05/2021	Contact Us	2, 9, 10
	2.8	01/11/2021	01/05/2022	01/11/2022	01/05/2022	Contact Us	2, 9, 10
	2.9	<i>In development- tentative general availability date 2021</i>					
CONTEX	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	3, 5
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	3, 5
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	3, 6
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	3, 7
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	3, 8
	2.5	12/01/2016	31/12/2018	30/06/2019	31/12/2018	Not available	3, 9
AI PLATFORM	2.6	01/12/2018	01/06/2019	01/12/2019	01/06/2019	Contact Us	3, 9
	2.7	01/11/2020	01/05/2021	01/11/2021	01/05/2021	Contact Us	3, 9, 10
	2.8	01/11/2021	01/05/2022	01/11/2022	01/05/2022	Contact Us	3, 9, 10
	2.9	<i>In development- tentative general availability date 2021</i>					
WEBSCOUT	4.6	04/08/2016	04/08/2017	04/02/2018	04/08/2017	Contact Us	
	4.7	06/02/2017	06/02/2018	06/08/2018	06/02/2018	Contact Us	
	4.8	01/08/2017	01/08/2018	01/02/2019	01/08/2018	Contact Us	
SELF SERVICE	2.6	30/06/2018	30/12/2018	30/06/2019	30/12/2018	Contact Us	9
CORE PRODUCT EXTENSIONS							
CORE EXTENSION - Aspose Converter (PDF-converters)				Out of Support			
CORE EXTENSION - Aspose Converter (ityx-common)				Out of Support			
CORE EXTENSION - Amnesia				Out of Support			
CORE EXTENSION - SAP Panel				Out of Support			
CORE EXTENSION - Contex Webservice				Out of Support			
CORE EXTENSION - MX Delete Tool				Out of Support			

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CORE EXTENSION - MX Clean Tool		Out of Support						
CORE EXTENSION - ACD Core		Same as General Availability End Date 1 of the core product release for which the extension was delivered by ITyX Professional Services				Contact Us	11	
CORE EXTENSION - Aspose iText Pdf Convertor (ityx-common)							12	
CORE EXTENSION - Mediatrix Clientevents							11	
CORE EXTENSION - MX Config		Same as General Availability End Date 1 of the core product release for which the extension was delivered by ITyX Professional Services				Contact Us	11	
CORE EXTENSION - Pgpcrypto							11	
CORE EXTENSION - Reporting Tool							11	
CORE EXTENSION - Textobject-Extension							11	
CUSTOM PRODUCT EXTENSIONS								
ALL CUSTOM EXTENSIONS		Same as General Availability End Date 1 of the core product release for which the extension was delivered by ITyX Professional Services. Customizing may vary by customer.						

¹ Mainstream Support is provided during the first phase of the product lifecycle, also referred to as General Availability.

This phase starts when a major or minor version is released and ends when the next major or minor version of the product is released.

² From release 2.6 going forward, MEDIATRIX is renamed to RESPONSE.

³ From release 2.6 going forward, CONTEX is renamed to AI PLATFORM.

⁴ Continued support of customized software beyond the end date requires migration to a later version product version and is subject to a migration services fee.

⁵ Requires the use of Java 1.6.x. Java 1.9.x and beyond are NOT supported.

⁶ Requires the use of Java 1.6.x or 1.7.x. Java 1.9.x and beyond are NOT supported.

⁷ Requires the use of Java 1.7.x. Java 1.9.x and beyond are NOT supported.

⁸ Requires the use of Java 1.7.x or 1.8x. Java 1.9.x and beyond are NOT supported.

⁹ Requires the use of Java 1.8x. Java 1.9.x and beyond are NOT supported.

¹⁰ End dates are estimated dates because a new release has not yet been developed or released.

¹¹ Applies to Mediatrix / Response.

¹² Applies to Mediatrix / Response and Contex / AI Platform.