



# SmartSights End-of-Life Policy

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SmartSights is committed to provide you the highest quality customer service, product support and technologically advanced products. Understanding key dates in the product and version lifecycle makes it easier for you to proactively plan and manage the transition to more modern technologies.

## **Product Lifecycle**

### **End-of-Life Announcement**

The End-of-Life Announcement is a formal notification period, which specifies the End-of-Sale Date, End-of-Support Date, and upgrade options.

- **End-of-Sale Date**

The End-of-Sale Date is the last date that a product is available for sale through SmartSights or any SmartSights reseller. The End-of-Sale Date will be at least one month from the End-of-Life Announcement.

- **End-of-Support Date**

The End-of-Support Date is the last date to receive service and support for the product. This includes, but is not limited to, providing technical support services, removing all software and product related materials from the website, and licensing services will be not be available. The End-of-Support Date will be at minimum one year from the End-of-Life Announcement.

- **Upgrade Options**

SmartSights will provide clear instructions for upgrading to the latest product line. This will include instructions for customers with and without a Customer Care Subscription.

## Version Lifecycle

### Limited Version Announcement

The Limited Version Announcement is a formal notification period for active product lines, which specifies the Retired date, End of Support date, and upgrade options.

	Preferred	Current	Limited	Retired
Latest SCADA and OS testing	Yes	No	No	No
Software Updates & Patches	Yes	No	No	No
Monitored for Security Vulnerabilities	Yes	Yes	No	No
Basic Support	Yes	Yes	Yes	No
Premium & MCS Support (option)	Yes	Yes	No	No
Technology Stack	Fully Supported	Well Supported	Limited	No
Upgrade Path to Preferred	-	Direct Path	Yes	No
Licensing Management	Yes	Yes	Yes	No

- **Preferred:** Latest release. Most current minor version. What customers should adopt to stay most current.
- **Current:** Current releases. Most current major version.
- **Limited:** What customers adopt to stay current if they cannot adopt Preferred/Current versions due to environment dependencies.
- **Retired:** Not available for purchase or download. Perpetual licenses will continue to run, but will not be supported. Customers must upgrade to Preferred/Current/Limited to obtain support. Self-help resources might be available online but are not required to be maintained or published.

### Third Party Software/Product Releases

SmartSights has implemented a continuous testing model which ensures we validate the latest Microsoft Operating System within 1 month of release, strategic partner SCADA releases within 3 months, and iOS and Android releases within 2 weeks. Operating System, SCADA versions support are always kept up to date in the most current System Requirements document.

*End-of-Life policies subject to change at anytime.*