

PRODUCT LIFECYCLE POLICY

RELEASES



Product	Release Version	General Availability End Date	Limited Support End Date	Extended Support End Date	Software Customization Support End Date ⁴	Extended Support for Software Customization	Notes
CORE PRODUCTS							
MEDIATRIX ^{1,3}	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x or 1.7.x
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.7.x
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	Requires the use of Java 1.7.x or 1.8.x
RESPONSE ³	2.5	12/01/2016	30/12/2018	30/06/2019	30/12/2018	Contact Us	Requires the use of Java 1.8.x
	2.6	30/06/2018	30/12/2018	30/06/2019	30/12/2018	Contact Us	Requires the use of Java 1.8.x; End dates are estimated dates because 2.7 has yet to be released.
<i>Under development - tentative general availability date 1-7-2018</i>							
CONTEX ^{2,3}	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.6.x or 1.7.x
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	Requires the use of Java 1.7.x
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	Requires the use of Java 1.7.x or 1.8.x
AI PLATFORM ³	2.5	12/01/2016	30/12/2018	30/06/2019	30/12/2018	Contact Us	Requires the use of Java 1.8.x
	2.6	30/06/2018	30/12/2018	30/06/2019	30/12/2018	Contact Us	Requires the use of Java 1.8.x; End dates are estimated dates because 2.7 has yet to be released.
<i>Under development - tentative general availability date 1-7-2018</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 ³	2.6	30/06/2018	30/12/2018	30/06/2019	30/12/2018	Contact Us	Requires the use of Java 1.8.x
CORE PRODUCT EXTENSIONS							
CORE EXTENSION - Aspose Converter (pdf-converters)				Out of Support			
CORE EXTENSION - Aspose Converter (itx-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			
CORE EXTENSION - MX Clean Tool				Out of Support			
CORE EXTENSION - ACD Core							RESPONSE
CORE EXTENSION - Aspose iText PDF Converter (itx-common)							RESPONSE and AI PLATFORM
CORE EXTENSION - Mediatrix Clientevents		Same as General Availability End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Limited Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Extended Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Software Customization Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Contact Us	RESPONSE
CORE EXTENSION - MX Config	RESPONSE						
CORE EXTENSION - Pgpcrypto	RESPONSE						
CORE EXTENSION - Reporting Tool	RESPONSE						
CORE EXTENSION - Textobject-Extension	RESPONSE						
CUSTOM PRODUCT EXTENSIONS							
ALL CUSTOM EXTENSIONS		Same as General Availability End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Limited Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Extended Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Software Customization Support End Date of the core product release for which the extension was delivered by ITyX Professional Services	Same as Extended Support for Software Customization of the core product release for which the extension was delivered by ITyX Professional Services	Customizing may vary by customer

¹ From release 2.6 going forward, MEDIATRIX is renamed to RESPONSE

² From release 2.6 going forward, CONTEX is renamed to AI PLATFORM

³ Requires the use of Java 1.8.x. Newer Java versions (1.9.x and beyond) are NOT supported for the products listed in this table. Support for the latest Java version will be offered in our new technology products, such as ThinkOwl.

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.

LAST UPDATED: 7 February 2018

Details and accompanying Product Lifecycle Policy are subject to change. This list is regularly updated to reflect the latest support dates.