

## End-of-Support (EOS) Notice

SecurEnvoy SecurAccess v5.x.xxx, v6.x.xxx, v7.x.xxx, v8.x.xxx

Notice Date: 1<sup>st</sup> November, 2018

### 1. Announcement Summary

SecurEnvoy are continually evolving the products we offer. These innovations mean that we periodically transition away from supporting earlier versions of our software products and SecurEnvoy hereby announces the end-of-support dates for SecurAccess versions prior to version 9.x.xxx.

This policy outlines how we handle support for software products that we have discontinued and if you have questions or would like more information, email us at [support@securenvoy.com](mailto:support@securenvoy.com) or call your regional SecurEnvoy office.

Table 1 identifies the relevant dates for end-of-support

Product	Version	End-of-Support Date
SecurAccess	5.x.xxx	1 <sup>st</sup> April 2019
SecurAccess	6.x.xxx	1 <sup>st</sup> April 2019
SecurAccess	7.x.xxx	1 <sup>st</sup> October 2019
SecurAccess	8.x.xxx	1 <sup>st</sup> April 2020
Microsoft Windows Server OS	2008	31 <sup>st</sup> December 2018
Microsoft Windows Desktop OS	XP	31 <sup>st</sup> December 2018

SecurEnvoy will continue to offer support services through the partner channel ecosystem until the applicable end-of-support date of the software product.

Support will be provided through access to telephone, email, and website support, but will exclude support for patches or bug fixes on any release of software that is not the current release of software (as can be identified from the SecurEnvoy website).

Support will continue to be offered for SecurAccess deployments running on Windows 2012R2 & 2016 Operating Systems.

### 2. Migration Plan

SecurEnvoy offer all customers with an active/current subscription of SecurAccess, direct access to the latest version of software to allow the continuous operation of the product and to benefit from the many software features and functions from ongoing development and innovation.

Access to software, migration and upgrade documentation is available on the SecurEnvoy website, including access to a portfolio of chargeable Professional Services resource to assist in any migration, through the SecurEnvoy partner eco system.

For further information on service offered and a list of partners, please contact [sales@securenvoy.com](mailto:sales@securenvoy.com) or call your regional SecurEnvoy office.

# Please Reach Out to Your Local SecurEnvoy Team...



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