

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 PRODUCT								
MEDIATRIX	2.0	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 5	
	2.1	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 5	
	2.2	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 6	
	2.3	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	2, 7	
	2.4	2015-07-17	2016-07-17	2017-01-17	2016-07-17	Not available	2, 8	
	2.5	2016-01-12	2018-12-31	2019-06-30	2018-12-31	Not available	2, 9	
RESPONSE	2.6	2018-12-01	2019-06-01	2019-12-01	2019-12-01	Not available	2, 9, 10	
	2.7	2020-04-01	2020-10-01	2021-04-01	2021-04-01	Not available	2, 9, 10	
	2.8	2021-12-01	2022-06-01	2023-12-01	2023-12-01	Not available	2, 9, 10	
	2.9	2024-10-01	2025-04-01	2025-10-01	2025-10-01	Contact Us	2, 9, 10	
	2.10	2026-06-01	2026-12-01	2027-06-01	2027-06-01	Contact Us	2, 9, 10, 13	
	2.11	<i>Future version</i>						2, 9, 10
CONTEX	2.0	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 5	
	2.1	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 5	
	2.2	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 6	
	2.3	2014-01-01	2015-01-01	2015-07-01	2015-01-01	Not available	3, 7	
	2.4	2015-07-17	2016-07-17	2017-01-17	2016-07-17	Not available	3, 8	
	2.5	2016-01-12	2018-12-31	2019-06-30	2018-12-31	Not available	3, 9	
AI PLATFORM	2.6	2018-12-01	2019-06-01	2019-12-01	2019-12-01	Not available	3, 9, 10	
	2.7	2020-04-01	2020-10-01	2021-04-01	2021-04-01	Not available	3, 9, 10	
	2.8	2021-12-01	2022-06-01	2023-12-01	2023-12-01	Contact Us	3, 9, 10	
	2.9	2024-05-01	2024-11-01	2025-05-01	2025-05-01	Contact Us	2, 9, 10	
	2.10	2026-06-01	2026-12-01	2027-06-01	2027-06-01	Contact Us	2, 9, 10, 13	
	2.11	<i>Future version</i>						2, 9, 10
WEBSCOUT	4.6	2016-08-04	2017-08-04	2018-02-04	2017-08-04	Contact Us		
	4.7	2017-02-06	2018-02-06	2018-08-06	2018-02-06	Contact Us		
	4.8	2017-08-01	2018-08-01	2019-02-01	2018-08-01	Contact Us		
SELF SERVICE	2.6	2018-06-30	2018-12-30	2019-06-30	2018-12-30	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				
CORE EXTENSION - MX Clean Tool				Out of Support				
CORE EXTENSION - ACD Core							11	
CORE EXTENSION - Aspose iText Pdf Convertor (ityx-common)							12	

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CORE EXTENSION - Mediatrix Clientevents		Same as General Availability End Date ¹¹ of the core product release for which the extension was delivered by ITyX Professional Services					11
CORE EXTENSION - MX Config							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 ¹¹ of the core product release for which the extension was delivered by ITyX Professional Services					

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 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.

¹³ Estimated dates