

| 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 | Future version | | | | | 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 | Future version | | | | | 2, 9, 10 |
| WEBSOUT | 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 - Mediatix Clientevents | | Same as General Availability End Date ¹ of the core product release for which the extension was delivered by ITyX Professional Services | | | | | ¹¹ |
| CORE EXTENSION - MX Config | | | | | | | ¹¹ |
| CORE EXTENSION - Pgp crypto | | | | | | | 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 | | | | | |

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 1.8.x. Java 1.9.x and beyond are NOT supported.

⁹ Requires the use of Java 1.8.x. 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 Mediatix / Response.

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

¹³ Estimated dates