

# PRODUCT LIFECYCLE POLICY

RELEASES



**ITyX**  
GOOD TO KNOW.

Product	Release Version	General Availability End Date	Limited Support End Date	Extended Support End Date	Software Customization Support End Date <sup>3</sup>	Extended Support for Software Customization	Footnotes		
<b>CORE PRODUCTS</b>									
MEDIATRIX	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	1, 4		
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	1, 4		
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	1, 5		
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	1, 6		
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	1, 7		
	2.5	12/01/2016	31/12/2018	30/06/2019	31/12/2018	Not available	1, 8		
RESPONSE	2.6	01/12/2018	01/06/2019	01/12/2019	01/06/2019	Contact Us	1, 8		
	2.7	01/10/2019	01/04/2020	01/10/2020	01/04/2020	Contact Us	1, 8, 9		
	2.8	<i>To be developed - tentative general availability date Q4 2019</i>							
CONTEX	2.0	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 4		
	2.1	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 4		
	2.2	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 5		
	2.3	01/01/2014	01/01/2015	01/07/2015	01/01/2015	Not available	2, 6		
	2.4	17/07/2015	17/07/2016	17/01/2017	17/07/2016	Not available	2, 7		
	2.5	12/01/2016	31/12/2018	30/06/2019	31/12/2018	Not available	2, 8		
AI PLATFORM	2.6	01/12/2018	01/06/2019	01/12/2019	01/06/2019	Contact Us	2, 8		
	2.7	01/10/2019	01/04/2020	01/10/2020	01/04/2020	Contact Us	2, 8, 9		
	2.8	<i>To be developed - tentative general availability date Q4 2019</i>							
WEBSCOOT	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	2.6	30/06/2018	30/12/2018	30/06/2019	30/12/2018	Contact Us	8		
<b>CORE PRODUCT EXTENSIONS</b>									
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						10			
CORE EXTENSION - Aspose iText Pdf Convertor (ityx-common)						11			
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		Contact Us			
CORE EXTENSION - MX Config						10			
CORE EXTENSION - Pgp crypto						10			
CORE EXTENSION - Reporting Tool									
CORE EXTENSION - Textobject-Extension								10	
CORE EXTENSION - Textobject-Extension									
<b>CUSTOM PRODUCT EXTENSIONS</b>									
ALL CUSTOM EXTENSIONS		Same as General Availability End Date of the core product release for which the extension was delivered by ITyX Professional Services. Customizing may vary by customer.							

<sup>1</sup> From release 2.6 going forward, MEDIATRIX is renamed to RESPONSE.

<sup>2</sup> From release 2.6 going forward, CONTEX is renamed to AI PLATFORM.

<sup>3</sup> 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.

<sup>4</sup> Requires the use of Java 1.6.x. Java 1.9.x and beyond are NOT supported.

<sup>5</sup> Requires the use of Java 1.6.x or 1.7.x. Java 1.9.x and beyond are NOT supported.

<sup>6</sup> Requires the use of Java 1.7.x. Java 1.9.x and beyond are NOT supported.

<sup>7</sup> Requires the use of Java 1.7.x or 1.8x. Java 1.9.x and beyond are NOT supported.

<sup>8</sup> Requires the use of Java 1.8x. Java 1.9.x and beyond are NOT supported.

<sup>9</sup> End dates are estimated dates because a new release has not yet been developed.

<sup>10</sup> Applies to Mediatrix / Response.

<sup>11</sup> Applies to Mediatrix / Response and Contex / AI Platform.