

# GainSeeker Product Support Life Cycle

## Fully Supported means:

- This version is available from Hertzler Systems.
- Technical Support is available.
- The development team will assist with research on issues with this product.
- Maintenance releases and service packs will be made available as needed.

## Transition Support means:

- Product is no longer available from Hertzler Systems.
- Technical Support is available.
- The development team will provide only limited research time on issues with this product.
- No maintenance updates will be made. Exception: fixes may be provided on an emergency basis for critical issues.

## Unsupported means:

- Product is no longer available from Hertzler Systems.
- Technical Support is available, but our staff may be limited in what they can do.
- The development team will not assist with any research needed for this product.
- No fixes will be made to this product.

GainSeeker Suite Version	Released	Fully Supported	In Transition Support	Unsupported
9.5	June 2022	Today		
9.4	July 2021	Today	Starting June 2023	Starting June 2024
9.3	January 2020		Starting July 2022	Starting July 2023
9.2	April 2019			Starting January 2022
9.1	November 2018			Starting April 2021
8.9	May 2018			Starting November 2020
8.8	October 2017			Starting May 2020
8.7	March 2017			Today (since October 2019)
8.6	September 2016			Today (since March 2019)
8.5	December 2015			Today (since September 2018)

*All older versions of GainSeeker, SPC, and DMS have been unsupported since December 2017 or earlier.*