

FNT

// when transparency matters.

// Support and End-of-Life Information

April 2019



Support Level

At frequent intervals, FNT GmbH determines the support level for the different FNT Software Releases.

There are three support steps:

- Maintenance: full service, completely supported
- Extended Maintenance: requires extended maintenance contract
- End-of-Life: No service, no longer supported

A new version always goes from Maintenance to Extended Maintenance to End-of-Life.

For a detailed description of our product lifecycle and available services please refer to

<https://www.fntsoftware.com/produkte/fnt-valuepack/lifecycle-services/>

FNT Command

Release	Maintenance	Extended Maintenance	End-of-Life
FNT Command 12.6.4 - 12.6.5	until 31.05.2021	from 01.06.2021	from 01.06.2023
FNT Command 12.6.0 - 12.6.3	until 31.12.2019	from 01.01.2020	from 01.07.2020
FNT Command 11.0-11.1*	until 31.12.2020	from 01.01.2021	from 01.07.2022
FNT Command 10.4	until 31.05.2020	from 01.06.2020	from 01.01.2022
FNT Command 10.3	until 31.05.2020	from 01.06.2020	from 01.01.2022
FNT Command 10.2	until 31.05.2019	from 01.06.2019	from 01.01.2021
FNT Command 10.0	until 30.06.2018	from 01.07.2018	from 01.01.2020

Remark: Versions that are not listed in the table are in end-of-life.

FNT ServicePlanet

Release	Maintenance	Extended Maintenance	End-of-Life
FNT ServicePlanet 5.6	until 30.09.2019	from 01.10.2019	from 01.07.2020
FNT ServicePlanet 5.5	until 31.08.2019	from 01.09.2019	from 01.07.2020
FNT ServicePlanet 5.0 - 5.3*	until 31.03.2019	from 01.04.2019	from 01.10.2020
FNT ServicePlanet 4.5-4.7	until 31.12.2018	from 01.01.2019	from 01.07.2020
FNT ServicePlanet 4.3*	until 31.08.2018	from 01.09.2018	from 01.03.2020
FNT ServicePlanet 4.0 - 4.1	until 31.05.2018	from 01.06.2018	from 01.03.2020
FNT ServicePlanet 3.5	until 28.02.2018	from 01.03.2018	from 01.01.2020

* or later, depending on availability of next release

Remark: Versions that are not listed in the table are in end-of-life.

FNT StagingArea

Release	Maintenance	Extended Maintenance	End-of-Life
FNT StagingArea 5.4*	until 01.07.2020	from 01.08.2020	from 01.01.2021
FNT StagingArea 5.3	until 31.05.2018	from 01.06.2018	from 01.06.2019

Remark: Versions that are not listed in the table are in end-of-life.

FNT Analytics

Release	Maintenance	Extended Maintenance	End-of-Life
FNT Analytics 1.0.1	until 30.09.2019	from 01.10.2019	from 31.03.2021

Remark: Versions that are not listed in the table are in end-of-life.

FNT Monitoring

Release	Maintenance	Extended Maintenance	End-of-Life
FNT Monitoring 1.8*	until 31.12.2018	from 01.01.2019	from 01.01.2020
FNT Monitoring 1.5.0 - 1.5.1	until 31.12.2017	from 01.01.2018	from 01.01.2019

Remark: Versions that are not listed in the table are in end-of-life.

FNT ProcessEngine

Release	Maintenance	Extended Maintenance	End-of-Life
FNT ProcessEngine 1.2*	until 30.06.2018	from 01.01.2019	from 01.01.2020

Remark: Versions that are not listed in the table are in end-of-life.

* or later, depending on availability of next release