NetGain
systems ·····

Maximize uptime. Develop insights. Provide answers.

NetGain EOL (End-of-Life) announcement
10 November 2020

As technology evolves, it is advisable for customers to transition to newer software versions. NetGain's End-of-Life policy is designed to help customers understand what is involved as our software solutions come to the end of their life-cycle, and to proactively plan their transition to newer software versions.

All End-of-Life announcements will be made on NetGain's website. There are two related milestone announcements as our software solutions come to the end of their life-cycle:

End-of-Engineering

This is when NetGain will cease any new feature updates for the software. Technical support, including bug fixes, critical security vulnerabilities and patches, will still be available provided there is a valid maintenance contract.

End-of-Life

This is when NetGain will cease all support for the software. Customers can continue to use the software if they have a licence, but will not receive any technical support, including bug fixes, critical security vulnerabilities and patches.

End-of-Life will generally take place one year after End-of-Engineering. Customers can renew their software maintenance contracts up to the end-of-life date.

<u>End-of-Engineering Announcement: NetGain Enterprise Manager (EM) version 10 and lower</u>

NetGain Systems is today announcing that the End-of-Engineering for NetGain Enterprise Manager (EM) version 10 and lower will be on:

 31 March 2021

<u>End-of-Life Announcement: NetGain Enterprise Manager (EM) version 10 and lower</u>

NetGain Systems is today announcing that the End-of-Life for NetGain Enterprise Manager (EM) version 10 and lower will be on:

31 March 2022