

CitectFacilities Product Support Lifecycle

Product Release	Release Date	Lifecycle Phase	Support
CitectSCADA Facilities	Sep 2002	Retired Functionally stable and obsolete	No maintenance development No longer supported Recommend upgrade to latest release
CitectFacilities V6.0	Apr 2005	Mature	No maintenance development Limited support until 31/12/2013 Recommend upgrade to latest release
Nexa Monitoring V6.1	Aug 2006	Mature	No maintenance development Limited support until 31/12/2014 Recommend upgrade to latest release
CitectFacilities V7.0	Sep 2007	Mature	Critical fix maintenance until 31/12/2012 Limited support until 31/12/2015
CitectFacilities V7.10	Jul 2009	Active	Full support with maintenance development until 31/12/2012 Limited support until 31/12/2017
CitectSCADA V7.20 Service Pack 3	Dec 2011	N/A	N/A
CitectSCADA V7.20* SP3 with +Facilities option	May 2012	Active	Full support with maintenance development until 31/12/2013 Limited support until 31/12/2018

Please note: Details above are applicable only to customers with a current SCADA & MES Global Support agreement for this product.

* For future CitectFacilities releases (beyond V7.20), please refer to the Vijeo Citect / CitectSCADA product support lifecycle.

Note: **Limited Support** consists of the following:

- > Answering customers' questions
- > If possible, providing work arounds and fixes that are available for known problems but not hotfixes for new issues
- > Providing customers with migration path information

Note: **Critical fixes** will be supplied for the following:

- > Critical safety issues

Supporting Custom Software and Solutions

The SCADA & MES Continuous Engineering team provide services to investigate issues impacting the Vijeo, Citect and Ampla ranges of SCADA and MES software released by Schneider Electric. The Continuous Engineering team are committed to providing practical resolution of issues to the released software by way of workaround, hotfix, service pack or release fixes. Large or complex fixes which require extensive rewrite, architectural change, enhancement or feature design are referred to the SCADA and MES Offer Management team for consideration in future release product offerings. Enhancement ideas from users are always welcome and can be raised directly using the ideas@SCADA forum on the [SCADA & MES Global Support website](http://www.schneider-electric.com/SCADA_MES_Global_Support).

Whilst investigating issues that directly involve custom software provided by third parties or Schneider engineering services, Continuous Engineering will attempt to assist where possible in identification of cause and effect and may make recommendations on possible solutions to custom software. Where issues are localised to third party software it would become necessary that they be referred to the relevant third party software supplier. Where problems are localised to non-released Schneider engineering solutions and software (e.g. tools & external apps), referral to the local professional services or solution support team may be requested as appropriate. We do not version control any non-released (or third party) software.