

Monitor Pro

Product Support Lifecycle

Product Release	Release Date	Lifecycle Phase	Support
Monitor Pro V2.0	Apr 1998	Retired Functionally stable and obsolete	Product no longer sold. Authorization codes to upgrade to Monitor Pro V2.1 are available for free until 31/12/2012. No fix maintenance. Recommend upgrade to V2.1 or later.
Monitor Pro V2.1	Feb 1999	Retired Functionally stable and obsolete	Product no longer sold. Authorization codes are available for free until 31/12/2012 and then at a cost until 31/12/2017. Fixes available at a cost until 31/12/2017. Authorization codes and fixes will no longer be available after 31/12/2017. Recommend switch to Vijeo Citect. Limited support available (switch to Vijeo Citect assistance only).
Monitor Pro V7.0	Aug 2001	Retired Functionally stable and obsolete	Product no longer sold. Authorization codes are available for free until 31/12/2012 and then at a cost until 31/12/2017. Fixes available at a cost until 31/12/2017. Authorization codes and fixes will no longer be available after 31/12/2017. Recommend switch to Vijeo Citect. Limited support available (switch to Vijeo Citect assistance only).
Monitor Pro V7++	Mar 2002	Retired Functionally stable and obsolete	Product no longer sold. Authorization codes are available for free until 31/12/2012 and then at a cost until 31/12/2017. Fixes available at a cost until 31/12/2017. Authorization codes and fixes will no longer be available after 31/12/2017. Recommend switch to Vijeo Citect. Limited support available (switch to Vijeo Citect assistance only).
Monitor Pro V7.2	Jan 2004	End-of-Sale date Functionally stable and mature	Product is no longer for sale after 31/12/2012. Authorization codes and fixes available for free until 31/12/2012. Authorization codes and fixes available at a cost until 31/12/2017. Authorization codes and fixes will no longer be available after 31/12/2017. Recommend switch to Vijeo Citect.
Monitor Pro V7.6	Feb 2006	End-of-Sale date Functionally stable and mature	Product is no longer for sale after 31/12/2012. Authorization codes and fixes available for free until 31/12/2012. Authorization codes and fixes available at a cost until 31/12/2017. Authorization codes and fixes will no longer be available after 31/12/2017. Recommend switch to Vijeo Citect.

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: **Fixes** will be supplied for the following:

- > Safety issues