

**Laserfiche®**

# **Laserfiche Product Solutions End-of-Life Policy**

**Issue Date: April 9, 2019**

A Laserfiche Solution reaches the end of its Product Life Cycle for any number of reasons, such as technology innovation or dependencies on other technologies that simply mature over time. Ending a product life cycle ensures the best possible customer experience with functionally richer technology. Laserfiche recognizes that end-of-life milestones often prompt Laserfiche customers to internally review the end-of-life impact of a particular Laserfiche solution utilized in their infrastructure. This Laserfiche End-of-Life Policy aims to assist customers in managing End-of-Life transitions including providing a better understanding of the role that Laserfiche can play in helping the customer to migrate to alternative Laserfiche Solutions.

This End-of-Life Policy only applies to End-of-Life announcements for Laserfiche Solutions made on or after April 9th, 2019. The Policy does not apply to Laserfiche Solutions already subject to a previously issued End-of-Life announcement.





The general policy guidelines are:

1. **End-of-Life announcement date:** This date designates the notification that the end-of-life process for a product begins. The end of new sale, end of software maintenance, end of LSAP sales, and end of technical support dates are tied to this announcement date and generally follow the timeline outlined below.
2. **End of new product sales date:** Laserfiche will provide up to six months' notice from the End-of-Life announcement date to the affected product's end of new product sale date. This notice will appear on the [answers.laserfiche.com](https://answers.laserfiche.com) site. We encourage customers to visit this site regularly as it contains useful information regarding Laserfiche's end of life program. Sign up at the [answers.laserfiche.com](https://answers.laserfiche.com) to receive notifications from the Product Announcements Group.
3. **End of software maintenance date:** The End-of-Life announcement date will include a release version milestone or date that marks the end of new product development and software maintenance. Typically, product development and maintenance will end one year after the End-of-Life announcement date. No new development, patches or hotfixes will release after the end of software maintenance date.
4. **End of LSAP new sales date:** Annual LSAP sales for the product will end one year after the end of new sales date, providing up to two years of limited technical support from the end of new product sale date.
5. **End of technical support date:** The end of technical support date typically occurs up to two years after the end of new sales date. Customers with current LSAP for a product will continue to have access to Laserfiche's Technical Support. After the end of software maintenance date, technical support will be restricted from hotfix and patches. From that point on, where available, Laserfiche

Technical Support will provide guidance and workarounds. To resolve an issue, it may be necessary to upgrade to a newer version or product solution.

- a. LSAP that is not renewed or lapsed after one year of the end of new product sale date is not renewable.
- b. Renewal of your LSAP will generally be available until the last date of support, but will not extend beyond the last date of support.

## Guideline for Laserfiche Product Solutions End-of-Life Timeline

Milestone Dates	Day Zero	6 months	12 months	24 months
End of life announcement				
End of new product sales				
End of software maintenance				
End of LSAP new sales				
End of technical support				