

# Laserfiche Product Solutions End-of-Life Policy

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 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 organization. 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 plays in helping the customer to migrate to alternative Laserfiche Solutions.

Overwhelmingly, products reach an EOL period because the technology became obsolete and is no longer adopted. We want to reinforce that working with Solution Providers to provide ample notice is our priority. We intend to provide flexibility for longer offramps to product support when possible, we may need to adhere to shorter timeframes for compliance or technology requirements.

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. This date also marks the end of new product development. No new development, patches or hotfixes will release after the announcement, marking the end of software maintenance. Security-relevant issues will be addressed based on our standard Laserfiche Cloud policies.
- 2. End of new product sales date:** Laserfiche will provide up to 30 days' 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 Support and Subscription renewal sales date:** Annual subscription renewals and Laserfiche Software Support Plan (LSSP) sales for the product will end 90 days after the EOL announcement date.
- 4. End of technical support date:** The end of technical support date typically occurs up to 6 to 18 months after the EOL announcement date. Customers with current subscription or LSSP for a product will continue to have access to limited technical support, restricted from hotfix and patches. 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. Laserfiche Software Support Plan (LSSP) or subscription that is not renewed or lapsed after one year of the end of new product sale date is not renewable.
- b. Laserfiche Software Support Plan (LSSP) or subscription 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**

<b>Milestone</b>	<b>30 days</b>	<b>90 days</b>	<b>6 months</b>	<b>18 months</b>
<b>End-of-life announcement</b>				
<b>End of new product sales</b>	<b>X</b>			
<b>End of LSSP and subscription renewal sales</b>		<b>X</b>		
<b>End of Technical Support for Cloud</b>			<b>X</b>	
<b>End of Technical Support for Self-hosted</b>				<b>X</b>