

# Lakeside Software Product Lifecycle

Updated April 22, 2022

## On-Premises Software

Lakeside Software’s on-premises product (SysTrack) has a fixed lifecycle from release.

- Each standard product release with a fixed lifecycle will have two years of support starting from the release date.

Type of Support	Current	End of Life
Feature Requests	Yes	No
Feature Updates	Yes	No
Support Cases	Yes	No
Security Updates	Yes	No

## Software as a Service Products

Lakeside Software’s Software as a Service (henceforth “SaaS”) products are continuously serviced and updated. Because of this constant upkeep, the SaaS products that are fully hosted by Lakeside will remain in support if the product is still currently offered. Full support is contingent on:

1. Customers must remain licensed and in compliance with the terms of their SaaS terms for their purchased product.
2. Customers must remain current in accordance with the updates provided from the cloud for endpoint software and services.

## Change Notification

Updates will occur with regular frequency for Lakeside hosted services. This will occur with a communication at a minimum of 14 days prior to scheduled activities outside of unplanned or otherwise unavoidable events.

## Continuity and Migration

If a migration pathway is possible to a related service or available product, steps necessary to execute said migration or upgrade will be provided by request.



## Versions and End of Life

<b>Version</b>	<b>Release Date</b>	<b>End of Life</b>
<b>8.4</b>	August 31 <sup>st</sup> , 2018	August 31 <sup>st</sup> , 2020
<b>9.0.1</b>	July 11 <sup>th</sup> , 2019	July 11 <sup>th</sup> , 2021
<b>9.0.7</b>	September 11 <sup>th</sup> , 2020	September 11 <sup>th</sup> , 2022
<b>9.0.8</b>	November 25 <sup>th</sup> , 2020	November 25 <sup>th</sup> , 2022
<b>9.0.9</b>	July 16 <sup>th</sup> , 2021	July 16 <sup>th</sup> , 2023
<b>10.0.0</b>	Oct 16 <sup>th</sup> , 2021	Oct 16 <sup>th</sup> , 2023
<b>10.1.0</b>	February 27 <sup>th</sup> , 2022	February 27 <sup>th</sup> , 2024
<b>10.2.0 - Cloud</b>	April 24 <sup>th</sup> , 2022	April 24 <sup>th</sup> , 2024