



updated 5/5/2021

END OF LIFE PRODUCTION & SUPPORT CYCLE

Tele-Support HelpDesk & Total Support HelpDesk

Users that have an 'active' care plan, we strongly recommend that you upgrade your software to the most current release to ensure stability with your product. Current Pre-Release version 6 (2021).

Due to window updates that effect MDAC, which is required for older HelpDesk versions (2019.x and 5.x) to run, you may encounter incompatibility issues with Windows 10.0.19042 and newer, Exchange Server 2019 15.2.858.5 (15.02.0858.005), or Server 2019 version 2004 and newer.

	Version	Production Ends	Support Ends or Limited
HelpDesk	2019.x	07/01/2020	Ends 07/01/2021 – upgrade supported
HelpDesk	5.1.1.x	07/25/2017	Ends 07/01/2021 – upgrade supported
HelpDesk	5.0.x	12/08/2012	Ends 12/31/2017 – no data upgrade
HelpDesk	4.1.x	02/15/2010	Ends 12/31/2012 – no data upgrade
HelpDesk	4.0.x	01/20/2009	Ends 12/31/2010 – no data upgrade
HelpDesk	3.x and older	04/14/2008	Ends 12/31/2009 – no data upgrade

If you have any questions, please don't hesitate to contact our office.

CustomerService@Resource-Dynamics.com

727-367-1020 Monday-Friday | 8am-4pm EST