https://www.resource-dynamics.com

End of Life Production &
End of Support Cycle

For

Tele-Support HelpDesk & Total Support HelpDesk

updated 1/31/2022

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 application. During active contract period, Users are eligible for all updates/upgrades/patches that are released.

Current Pre-Release Total Support HelpDesk version 6.2022.0.0.4162

Version	Production Ends	Support Ends or Limited
2019.x	07/01/2020	Ends 07/01/2022 - limited
5.1.1.x	07/01/2017	Ended 07/01/2020
5.0.x	12/08/2012	Ended 12/31/2017

Due to window updates that effect MDAC, which is required for these 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.