

Product	Release Version	General Availability End Date ¹	Limited Support End Date	Extended Support End Date	Software Customization Support End Date ⁴	Extended Support for Software Customization	Footnotes	
CORE PRODUCT								
MEDIATRIX	2.0	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	2, 5	
	2.1	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	2, 5	
	2.2	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	2, 6	
	2.3	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	2, 7	
	2.4	2015.07.17	2016.07.17	2017.01.17	2016.07.17	Not available	2, 8	
	2.5	2016.01.12	2018.12.31	2019.06.30	2018.12.31	Not available	2, 9	
RESPONSE	2.6	2018.12.01	2019.06.01	2019.12.01	2019.12.01	Not available	2, 9, 10	
	2.7	2020.04.01	2020.10.01	2021.04.01	2021.04.01	Not available	2, 9, 10	
	2.8	2021.12.01	2022.06.01	2022.12.01	2022.12.01	Not available	2, 9, 10	
	2.9	2024.03.01	2024.09.01	2025.03.01	2025.03.01	Contact Us	2, 9, 10, 13	
	2.10	<i>Current version (2024)</i>						2, 9, 10, 13
	2.11	31.03.2025	2025.09.30	2026.03.30	2026.03.30	To be announced	2, 9, 10, 13	
CONTEX	2.0	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	3, 5	
	2.1	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	3, 5	
	2.2	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	3, 6	
	2.3	2014.01.01	2015.01.01	2015.07.01	2015.01.01	Not available	3, 7	
	2.4	2015.07.17	2016.07.17	2017.01.17	2016.07.17	Not available	3, 8	
	2.5	2016.01.12	2018.12.31	2019.06.30	2018.12.31	Not available	3, 9	
AI PLATFORM	2.6	2018.12.01	2019.06.01	2019.12.01	2019.12.01	Not available	3, 9, 10	
	2.7	2020.04.01	2020.10.01	2021.04.01	2021.04.01	Not available	3, 9, 10	
	2.8	2021.12.01	2022.06.01	2022.12.01	2022.12.01	Contact Us	3, 9, 10	
	2.9	2024.03.01	2024.09.01	2025.03.01	2025.03.01	Contact Us	2, 9, 10, 13	
	2.10	<i>Current version (2024)</i>						2, 9, 10, 13
	2.11	31.03.2025	2025.09.30	2026.03.30	2026.03.30	To be announced	2, 9, 10, 13	
WEBS-COUT	4.6	2016.08.04	2017.08.04	2018.02.04	2017.08.04	Contact Us		
	4.7	2017.02.06	2018.02.06	2018.08.06	2018.02.06	Contact Us		
	4.8	2017.08.01	2018.08.01	2019.02.01	2018.08.01	Contact Us		
SELF SERVICE	2.6	2018.06.30	2018.12.30	2019.06.30	2018.12.30	Contact Us	9	
CORE PRODUCT EXTENSIONS								
CORE EXTENSION - Aspose Converter (PDF-converters)				Out of Support				
CORE EXTENSION - Aspose Converter (ityx-common)				Out of Support				

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CORE EXTENSION - Amnesia				Out of Support			
CORE EXTENSION - SAP Panel				Out of Support			
CORE EXTENSION - Contex WebService				Out of Support			
CORE EXTENSION - MX Delete Tool				Out of Support			
CORE EXTENSION - MX Clean Tool				Out of Support			
CORE EXTENSION - ACD Core		Same as General Availability End Date ¹ of the core product release for which the extension was delivered by ITyX Professional Services					11
CORE EXTENSION - Aspose iText PDF Convertor (ityx-common)							12
CORE EXTENSION - Mediatrrix Clientevents							11
CORE EXTENSION - MX Config							11
CORE EXTENSION - Pgpcrypto							11
CORE EXTENSION - Reporting Tool							11
CORE EXTENSION - Textobject-Extension							11
CUSTOM PRODUCT EXTENSIONS							
ALL CUSTOM EXTENSIONS		Same as General Availability End Date ¹ of the core product release for which the extension was delivered by ITyX Professional Services					

¹ Mainstream Support is provided during the first phase of the product lifecycle, also referred to as General Availability.

This phase starts when a major or minor version is released and ends when the next major or minor version of the product is released.

² From release 2.6 going forward, MEDIATRIX is renamed to RESPONSE.

³ From release 2.6 going forward, CONTEX is renamed to AI PLATFORM.

⁴ Continued support of customized software beyond the end date requires migration to a later product version and is subject to a migration services fee.

⁵ Requires the use of Java 1.6.x. Java 1.9.x and beyond are NOT supported.

⁶ Requires the use of Java 1.6.x or 1.7.x. Java 1.9.x and beyond are NOT supported.

⁷ Requires the use of Java 1.7.x. Java 1.9.x and beyond are NOT supported.

⁸ Requires the use of Java 1.7.x or 1.8.x. Java 1.9.x and beyond are NOT supported.

⁹ Requires the use of Java 1.8.x. Java 1.9.x and beyond are NOT supported.

¹⁰ End dates are estimated dates because a new release has not yet been developed or released.

¹¹ Applies to Mediatrrix / Response.

¹² Applies to Mediatrrix / Response and Contex / AI Platform.

¹³ Estimated dates