June 21, 2024

Re: End of Service Dates for i3 Software Solutions

To all of our customers and partners;

i3 International's standard length of service for any software product is limited to 5 years.
This bulletin announces the End of Life and End of Service for the current i3 software product(s).

End of Life and End of Service is also coming up for the following i3 software product(s):
- **CMS v.5.7.2.X (EOL on August 29, 2024)**
- **PACDM v.7.21.2.X (EOL on October 24, 2024)**
- **SRX-Pro v.7.0.2.X (EOL on October 31, 2024)**
- **VPC v.7.0.2.X (EOL on October 31, 2024)**

To continue receiving technical support for your SRX-Pro software product, download the latest approved release of corresponding software compatible with your hardware. Approved software releases can be downloaded from i3's Downloads website: https://www.i3international.com/download
Note: VPC v7.3 backward compatibility begins with SRX-Pro Server v5.0

For reference, see the tables below for the i3's main software release and End of Service dates.

i3Ai	Release Date	End of Service Date
i3Ai v.7.0.2.X	February 1, 2019	February 1, 2024
i3Ai v.7.1.2.X	**April 1, 2020**	**April 1, 2025**
i3Ai v.7.2.2.X	October 19, 2021	October 19, 2026
i3Ai v.7.3.2.X	March 6, 2023	March 6, 2028

Alert Centre	Release Date	End of Service Date
AC v.5.5.2.X	June 29, 2018	June 29, 2023
AC v.5.7.2.X	**April 9, 2020**	**April 9, 2025**
AC v.6.1.2.X	March 7, 2022	March 7, 2027
AC v.6.3.2.X	February 20, 2023	February 20, 2028

CMS	Release Date	End of Service Date
CMS v.5.2.2.X	October 4, 2016	October 4, 2021
CMS v.5.3.2.X	February 10, 2017	February 10, 2022
CMS v.5.5.2.X	May 4, 2018	May 4, 2023
CMS v.5.6.2.X	November 23, 2018	November 23, 2023
CMS v.5.7.2.X	**August 29, 2019**	**August 29, 2024**
CMS v.5.8.2.X	April 17, 2020	April 17, 2025
CMS v.5.9.2.X	June 23, 2020	June 23, 2025
CMS v.5.10.2.X	December 14, 2020	December 14, 2025
CMS v.6.0.2.X	August 10, 2021	August 10, 2026
CMS v.6.1.2.X	March 7, 2022	March 7, 2027
CMS v.6.2.2.X	August 26, 2022	August 26, 2027
CMS v.6.3.2.X	February 17, 2023	February 17, 2028

SRX-Pro series	Release Date	End of Service Date
SRX-Pro v.1.4XX	August 7, 2007	August 7, 2012
SRX-Pro v.1.5XX	September 1, 2008	September 1, 2013
SRX-Pro v.1.6	March 6, 2010	March 6, 2015
SRX-Pro v.2.0	December 2, 2010	December 2, 2015
SRX-Pro v.2.2.X.X	January 1, 2012	January 1, 2017
SRX-Pro v.2.3	July 20, 2012	July 20, 2017
SRX-Pro v.3.0	April 15, 2013	April 15, 2018
SRX-Pro v.3.2.1	May 9, 2014	May 9, 2019
SRX-Pro v.3.3.X.X	March 2, 2015	March 2, 2020
SRX-Pro v.5.0.2.X	January 2, 2017	January 2, 2022
SRX-Pro v.6.0.2.X	July 31, 2017	July 31, 2022
SRX-Pro v.7.0.2.X	**October 31, 2019**	**October 31, 2024**
SRX-Pro v.7.1.2.X	June 15, 2020	June 15, 2025
SRX-Pro v7.2.2.X	October 15, 2021	October 15, 2026
SRX-Pro v7.3.2.X	March 16, 2023	March 16, 2028
SRX-Pro v10.0.2.X	March 15, 2023	March 15, 2028

VPC series	Release Date	End of Service Date
VPC v.3.3.X.X	June 19, 2015	June 19, 2020
VPC v.5.0.X.X	December 8, 2016	December 8, 2021
VPC v.6.0.X.X	August 15, 2017	August 15, 2022
VPC v.7.0.2.X	**October 31, 2019**	**October 31, 2024**
VPC v.7.1.2.X	June 15, 2020	June 15, 2025
VPC v.7.2.2.X	October 15, 2021	October 15, 2026

PACDM series	Release Date	End of Service Date
PACDM v.7.02	December 10, 2007	December 10, 2012
PACDM v.7.16	May 3, 2012	May 3, 2017
PACDM v.7.17	June 10, 2015	June 10, 2020
PACDM v.7.18	June 14, 2016	June 14, 2021
PACDM v.7.19.2.X	July 31, 2017	July 31, 2022
PACDM v.7.21.2.X	**October 24, 2019**	**October 24, 2024**
PACDM v.7.22.2.X	December 27, 2019	December 27, 2024
PACDM v.7.23.2.X	June 12, 2020	June 12, 2025
PACDM v7.26.2.X	July 27, 2022	July 27, 2027

VPMC/VPMS series	Release Date	End of Service Date
VPMS/VPMC v.1.2 (6146)	August 28, 2015	August 28, 2020
VPMS/VPMC v.2.0 (8667)	October 25, 2017	October 25, 2022
VPMS/VPMC v.2.0a (9019)	March 15, 2018	March 15, 2023
VPMS/VPMC v.2.1 (9176)	May 15, 2018	May 15, 2023
VPMS/VPMC v.2.1a (9373)	August 23, 2018	August 23, 2023
VPMS/VPMC v.2.1b (9599)	**January 7, 2019**	**January 7, 2025**

i3 International regrets any inconvenience this may have caused.

Please contact technical support if you have any questions or issues.
Email: support@i3international.com
Tel.: 1.877.877.7241

i3 International Inc.
Technical Support and Services

i3 INTERNATIONAL TECHNICAL BULLETIN   240621-SW-01

CONTACT US

www.i3international.com

Toll free: 1.866.840.0004
Tel: 416.261.2266
Fax: 416.759.7776

CANADA

i3 International Inc.

780 Birchmount Rd, Unit 16
Toronto, Ontario
M1K 5H4, Canada

USA

i3 America (Nevada) Inc.

4001 Cobb International Boulevard,
Kennesaw, GA 30152