



January 10, 2022

**Re: End of Service for SRX-Pro Server/Remote v5.0 software.**

To all of our customers and partners;

i3 International’s standard length of service for any software product is limited to 5 years. Effective immediately, the following SRX-Pro software products are considered End of Life and Out of Service.

- **SRX-Pro v5.0.2.X (EOL as of January 2, 2022)**

End of Life and End of Service is coming up for the following i3 software products:

- **CMS v5.3 (EOL on February 10, 2022)**
- **PACDM v7.19 (EOL on July 31, 2022)**
- **SRX-Pro v6.0 (EOL on July 31, 2022)**
- **VPC v6.0 (EOL on August 15, 2022)**
- **VPMS/VPMS v2.0 (8667) (EOL on October 25, 2022)**

To continue receiving technical support for your SRX-Pro software product, download the latest approved release of corresponding software compatible with your hardware. A approved software releases can be downloaded from i3’s Downloads website:

<https://www.i3international.com/download>

Note: VPC v7.2 backward compatibility begins with SRX-Pro Server v5.0

For reference, see the table(s) below for the i3’s main software release and End of Service dates.

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
<b>SRX-Pro v.6.0.2.X</b>	<b>July 31, 2017</b>	<b>July 31, 2022</b>
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

CONTACT US

[www.i3international.com](http://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



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

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

PACDM series	Release Date	End of Service Date
PACDM 7.02	December 10, 2007	December 10, 2012
PACDM 7.16	May 3, 2012	May 3, 2017
PACDM 7.17	June 10, 2015	June 10, 2020
PACDM 7.18	June 14, 2016	June 14, 2021
<b>PACDM 7.19</b>	<b>July 31, 2017</b>	<b>July 31, 2022</b>
PACDM 7.21	November 5, 2018	November 5, 2023
PACDM 7.22	December 27, 2019	December 27, 2024
PACDM 7.23	May 15, 2020	May 15, 2025

CMS	Release Date	End of Service Date
CMS v5.2.2.X	October 4, 2016	October 4, 2021
<b>CMS v5.3.2.X</b>	<b>February 10, 2017</b>	<b>February 10, 2022</b>
CMS v5.5.2.X	May 4, 2018	May 4, 2023
CMS v5.6.2.X	November 23, 2018	November 23, 2023
CMS v5.7.2.X	August 29, 2019	August 29, 2024
CMS v5.8.2.X	April 17, 2020	April 17, 2025
CMS v5.9.2.X	June 23, 2020	June 23, 2025
CMS v5.10.2.X	December 14, 2020	December 14, 2025
CMS v6.0.2.X	August 10, 2021	August 10, 2026

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

CONTACT US

[www.i3international.com](http://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



VPMS/VPMS series	Release Date	End of Service Date
VPMS/VPMS v1.2 (6146)	August 28, 2015	August 28, 2020
<b>VPMS/VPMS v2.0 (8667)</b>	<b>October 25, 2017</b>	<b>October 25, 2022</b>
VPMS/VPMS v2.0a (9019)	March 15, 2018	March 15, 2023
VPMS/VPMS v2.1 (9176)	May 15, 2018	May 15, 2023
VPMS/VPMS v2.1a (9373)	August 23, 2018	August 23, 2023
VPMS/VPMS v2.1b (9599)	January 7, 2019	January 7, 2024

i3 International regrets any inconvenience this may have caused.

Please contact technical support if you have any questions or issues.

Email: [support@i3international.com](mailto:support@i3international.com)

Tel.: 1.877.877.7241

Live Chat: <http://i3chat.i3international.com/chat>

i3 International Inc.

Technical Support and Services

CONTACT US

[www.i3international.com](http://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