



November 1, 2021

Re: End of Service for VPC v5.0, 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.

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

- **VPC v5.0 (EOL on December 8, 2021)**
- **SRX-Pro Server/Remote v.5.0 (EOL on January 2, 2022)**
- **CMS v5.3 (EOL on February 10, 2022)**

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

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

Table 1. End of Service for i3 software product series.

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

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



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
VPC 6.0.X.X	August 15, 2017	August 15, 2022
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
PACDM 7.19	July 31, 2017	July 31, 2022
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
CMS v5.3.2.X	February 10, 2017	February 10, 2022
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

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
VPMS/VPMS v2.0 (8667)	October 25, 2017	October 25, 2022
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

Tel.: 1.877.877.7241

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

i3 International Inc.

Technical Support and Services

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