

Maintenance & Support (M&S) Software Updates

Licensees with current M&S agreements are entitled to software updates, including major and minor version releases and hotfixes. All new releases can be accessed through Kofax Network. Additionally, hotfixes may also be delivered electronically in the Kofax Installer Tool as updates become available or as needed in the case of a support escalation.

By policy, Kofax supports the current major release and the latest prior point release. For example, when Power PDF 3.0 is made generally available, Kofax will support 3.0 and 2.1. Either version can be used by valid licensees of the latest version. No prior version will be available through Kofax for install, but some partners and distributors that have inventory of prior releases may continue to deliver the prior releases until the inventory is exhausted or the end-of-support date, which ever is earlier.

The policy for end of sale and end of support is as follows:

- At each major release, a date for end of new sales for the previous release will be announced, and that date will normally be at least 6 months from the announcement. That date may be different for different regions and channels.
- The end of add-on sales date will be twelve months after the end of new sales, unless otherwise specified.
- A company may choose to purchase the latest version but downgrade if needed.
- The end of support date will be 36 months after the end of add-on sales, unless otherwise specified.
- Some products may have accelerated end dates for reasons of inability to distribute the product due to component availability or legal restriction. It is not the policy of Kofax to accelerate any end of life stage for purely economic reasons.
- Accelerated dates may be announced out of normal announcement cycles so that Kofax can work with customers and users to mitigate any hardship the acceleration may cause.