

End of Life (EOL) Policy

From version 3.0.0 onwards, SupportPal follows the [REDACTED] scheme. It uses the pattern (Major).(Minor).(Patch) for version numbers. The table below describes the differences in the version types.

Version Type	Description
Major	For versions with backward-incompatible changes, and major new features.
Minor	For versions that add functionality in a backward-compatible way.
Patch	For versions with backward-compatible bug fixes.

The below table illustrates which versions are currently supported.

Version	Status
	Actively Supported
	Security Fixes Only

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Version	Status
6.x	Actively Supported
5.x	Security Fixes Only
4.x	EOL

We are committed to actively supporting the latest major version. At this time, the only release to receive security fixes is the legacy 4.2 series. All other older versions are considered as EOL.

When a new major version is released (6.x), the 5 series will become security fixes only and the entire 4 series will become EOL.

Actively Supported

The version will receive backward-compatible functionality, bug fixes and security fixes.

Security Fixes Only

The version will only receive security fixes.

EOL

An EOL version will continue to function but will not receive further

releases, regardless of any observed deficiencies or vulnerabilities in that version. We recommend that customers upgrade for the most secure and feature-rich SupportPal experience.

We will continue to provide support* regardless of which version of the product you are using, even if the version has reached EOL. However, in many cases, we may advise that the best course of action is to upgrade to a later version.

** Owned licenses holders must have active support and updates in order to request support.*

Online URL: <https://docs.supportpro.vn/article/end-of-life-eol-policy-9.html>