



## End of Product Life Cycle & Software Support Notice

### Overview

Electronic hardware products have a mechanical end of life as components burn out or change tolerances over time. Software products continually evolve with changes to operating systems and the availability of new development tools. As these new technologies are incorporated into PremiSys, we must phase out support for products that use the older technologies.

### Software Notice

We support PremiSys software versions for two years from the last date of sale for that version. Support includes defect resolution, maintenance patches, and general how-to questions. Some defect resolution may require an upgrade to the latest version of software. Requests for technical support for unsupported software versions will require an upgrade to the current software version before support can be provided.

Software Version	Release Date	Last Sold Date	End of Support
PremiSys v4.6 & earlier	Not supported		
PremiSys v4.7	September 2021	September 2022	August 2024
PremiSys v4.8	September 2022	July 2023	June 2025
PremiSys v4.9	July 2023	December 2023	March 2026
PremiSys v4.10	March 2024		

### Version Upgrades

No-charge upgrades to the current version are available for the following:

- Customers who have purchased a new PremiSys system within 90 days prior to the release date of the new version
- Customers who have current Annual Services Agreements (ASAs) for their PremiSys access control systems



## Hardware Notice

**9000 Panels:** Beginning January 1, 2014, we stopped repairing 9000 panels Rev K or older. The last new 9000 panel was sold in October 2011, almost 20 years after it was originally designed. The 9000 panel went through several changes during its lifetime as technologies changed and components became unavailable. We will continue to service all other panels.

**Reader Expansion Cards:** Beginning January 1, 2014, we stopped repairing the reader expansion cards that mounted on the large 9000 panels in the black enclosure. We will continue to service all other reader expansion cards.

**Series 9000 Remote Input / Output:** Beginning January 1, 2014, we stopped repairing RI/O Rev C or older (Rev D started shipping in 1999). We will continue to service all other RI/O boards.

Hardware Type	Identifier	End of Service
Series 9000	Large 9000 panel in black enclosure	Not Supported (as of December 2013)
Series 9000	rev K	Not Supported (as of December 2013)
Series 9000	rev L	On-going service & support
Series 9000	rev M	On-going service & support
Reader Exp Card	Attaches to large 9000 panel in black enclosure	Not Supported (as of December 2013)
Reader Exp Card	Rev 07 (stamped on back of board) or later	On-going service & support
RI/O Board	Rev C or older	Not Supported (as of December 2013)
RI/O Board	Rev D or newer	On-going service & support

Operating System	Comments	End of PremiSys Support
Microsoft Windows XP	Not Supported	December 2014
Windows 7	Not supported	January 2020
Windows Server 2008 R2	Not supported	January 2020