

## *MFX Support LifeCycle Schedule*

MFX Support LifeCycle Schedule provides advanced notification of planned changes in product support. This information helps customers and partners with product planning and information technology decisions.

By default, Syncsort provides full support for any MFX release for a minimum of three years from GA of the release. Full support includes software maintenance updates, content updates, software fixes, knowledge base support and access to Syncsort support engineers per terms of the license agreement. A notice of support discontinuance (“End of Full Support”) will be published for an MFX product release at least 12 months prior to the effective date.

Beyond the timeframe of full support, Syncsort continues to provide extended support until five years after GA of a release. The extended support includes access to Syncsort support engineers per terms of the license agreement, access to already existing software updates/fixes and knowledge base support, but can exclude new software maintenance and content updates. The investigation by Syncsort into new issues is limited and will not include any development. Any support requests for MFX releases beyond their extended support dates are handled on a case by case basis by Syncsort support engineers.

Product support extensions, designed to allow migration to the current release to be completed, may be available for an additional fee. For additional information on product technical support extensions beyond the Extended Support period, contact your Syncsort representative.

### **End-of-Support Schedule for MFX Product Releases**

#### **MFX for z/OS**

**Current Version:** 1.4.0.1

**GA Date:** May 31, 2011

<b>MFX for z/OS Release</b>	<b>End of Full Support</b>	<b>End of Extended Support</b>
1.2 and prior	06/01/2012	06/01/2012
1.3	06/01/2013	06/01/2015
1.4	TBD	TBD

#### **MFX for z/VSE**

**Current Version:** 3.7C

**GA Date:** July 13, 2011

<b>MFX for z/VSE Release</b>	<b>End of Full Support</b>	<b>End of Extended Support</b>
3.5 and prior	06/01/2012	06/01/2012
3.6	06/01/2013	06/01/2015
3.7	TBD	TBD

**MFX for CMS****Current Version:** 6.5A**GA Date:** November 03, 2005

MFX for CMS Release	End of Full Support	End of Extended Support
6.4	06/01/2012	06/01/2012
6.5	TBD	TBD

**MFX PipeSort****Current Version:** 1.3**GA Date:** January 22, 2008

MFX PipeSort Release	End of Full Support	End of Extended Support
1.1 and prior	06/01/2012	06/01/2013
1.3	TBD	TBD

**PROC MFX****Current Version:** 2.3D**GA Date:** October 12, 2011

PROC MFX Release	End of Full Support	End of Extended Support
2.2 and prior	06/01/2012	06/01/2012
2.3	TBD	TBD

The following products will no longer be supported as of June 01, 2012:

- SyncSort MVS
- Visual SyncSort for OS390
- Visual SyncSort for z/OS
- Online - SyncSort (for MVS)
- Online - SyncSort (for VSE)
- Online - SyncSort (for CMS)
- SyncSort/COBOL Accelerator