Uptime Infrastructure Monitor Version Support Status

This article provides a summary of the support status for Uptime Infrastructure Monitor. Please contact IDERA Customer Support for further information.

Version	Full Support	Limited Support	End of Life	Release Date	Limited Support	EOL Date
7.10	✓			August 10, 2023	TBD	TBD
7.9	✓			June 28, 2022	TBD	TBD
7.8.6		✓		July 10, 2020	October 3, 2023	April 3, 2024
7.8.5		✓		August 14, 2019	October 3, 2023	April 3, 2024
7.8.3			✓	September 14, 2017	July 1, 2021	July 1, 2022
7.8.2			✓	August 9, 2017	July 1, 2021	July 1, 2022
7.8			✓	February 2, 2017	January 1, 2021	January 1, 2022
7.7			✓	May 3, 2016	June 1, 2020	June 30, 2021
7.6			✓	December 3, 2015	January 1, 2020	January 31, 2021
7.5			✓	July 24, 2015	August 1, 2017	August 31, 2020
7.4			✓	February 20, 2015	March 1, 2017	March 31, 2020
7.3			✓	April 9, 2014	May 1, 2016	May 31, 2017
7.2			✓	August 13, 2013	March 1, 2016	March 31, 2017
7.1			✓	October 30, 2012	January 1, 2016	December 31, 2016
7.0			✓	June 12, 2012	January 1, 2016	December 31, 2016

Definitions

- **Full Support**. Includes access to IDERA Uptime Infrastructure Monitor's (UIM) customer support website with online resources such as an extensive knowledge-base, product documentation, technical support via phone and online case tracking, software downloads, end of life and product alerts. Service Packs, patches, and hotfixes are delivered for each fully supported version of software. Licensee may have to upgrade to the latest generally available release in order to receive the above resolution mechanisms. Please note, the forgoing is a general representation of IDERA's support terms and is to be used only for informational purposes.
- **Limited Support**. Includes access UIM's customer support website with online resources such as an extensive knowledge-base, product documentation, technical support via phone and online case tracking, software downloads, end of life and product alerts and access to **existing** product Service Packs, patches and hotfixes. No new Service Packs, patches, or hotfixes will be provided for versions that are listed under Limited Support. Licensees who have paid all applicable Support and Maintenance fees are eligible for upgrading to the latest release. Please note, the forgoing is a general representation of IDERA's support terms and is to be used only for informational purposes.
- **End of Life**. The process of retiring a product release. A product will reach its end of life either by subsequent newer release (obsolescence) or IDERA Product Management has decided to discontinue a product and no later version with the same functionality is commercially available from IDERA. Access to the latest release is provided to a Licensee with a current Support and Maintenance contract, but no support is provided for End of Life products.