

LIFECYCLE SUPPORT POLICY

The lifecycle support policy is aligned with widespread industry practices and is designed to offer the highest level of support for Xactware products while focusing on continuing development and innovation.

Coverage for Xactware Products

Xactware supports each desktop update release for 36 months from the date of its release; however, Xactware will support SU26 Xactimate desktop 28 for an additional 13 months until July 31, 2021. The following table provides an example schedule:

MAJOR VERSION	VERSION UPDATE	SUPPORT END DATE
Xactimate 28	SU24 January 2017	January 2020
	SU25 March 2017	March 2020
	SU26 June 2017	July 2021

In addition, end of life for Xactimate 28 will occur on **December 1, 2021**. On this date, the legacy comm servers that Xactimate 28 uses to communicate with XactAnalysis **will be shut down. Xactimate 28 will no longer function** because features such as keycode/license verification, price list downloads, and the sending and receiving of assignments and other objects will no longer work. We encourage all users to upgrade to Xactimate (X1) before support ends next July even though Xactimate 28 will continue to work through November 2021.

Until this time, if you wish to receive continued support for Xactimate desktop version 28, please make sure it is running the latest update.