

Support

We are committed to providing exceptional support for our software. We want to be clear what this means to our customers so we have produced this guide to our support and end of life policy. This applies to the following products:

NXPowerLite Desktop Edition

NXPowerLite for File Servers

Any Version

Customers using any version of NXPowerLite will receive the following types of support:

- Email support
- Troubleshooting issues

Current Version

For all customers with the current major version of the software, we will also provide:

- New minor features & enhancements
- Bug fixes

Customers with Earlier Versions and Maintenance Contracts

For customers using an earlier major version of NXPowerLite that has not reached End of Life (see End of Life policy below), who have a valid maintenance contract, we would generally recommend upgrading to the latest major version (which is free of charge with a maintenance contract). If this is not possible, we will make all reasonable efforts to provide maintenance releases to fix any serious issues.

Customers with Earlier Versions Without Maintenance Contracts

For customers who have an earlier major version of NXPowerLite but without a valid maintenance contract; we will endeavour to assist with any issues, however in many cases the recommendation will be to upgrade to the latest version.

End of Life policy

We actively support the current release (for all customers) and the last major release (for customers with maintenance contracts) of NXPowerLite products. Any versions which fall outside this have reached end of life. For example, NXPowerLite Desktop Edition version 6 will reach end of life when version 8 is released.

For the purposes of estimating the end of life date of current versions of NXPowerLite, we typically schedule major releases every 18-24 months.