

WIN-PAK and Associated Hardware Technical Support Lifecycle

WIN-PAK Technical Support Lifecycle

Posting Date: February 4, 2025

Overview:

SSA's are required for Technical Support – For new installations the first year is free - SSA purchase is must for subsequent years of support.

Note:

Limited Support Extension Agreement (LSEA) are no longer offered

Technical Support expiration for N-1 version of software is extended by 12 months from 1/1/2025 to 1/1/2026.

Current \ Future Releases

More than 2 Year of Support Left
Less than 2 Year of Support Left
Less than 1 Year of Support Left
Extended Support
Discontinued Support

SALES		TECHNICAL SUPPORT	Product Replacement
Product	Sales End of Life	Expiration	
WIN-PAK GX/XE/SE/PE/CS 4.9	TBD	TBD	WP GX/XE/SE/PE 5.0
WIN-PAK GX/XE/SE/PE/CS 4.8 to 4.8.5	1/1/2022	1/1/2026	WP GX/XE/SE/PE 4.9 B1090.7.6
WIN-PAK GX/XE/SE/PE 4.7	5/1/2020	7/1/2023	WP GX/XE/SE/PE 4.8 B1080.7
WIN-PAK CS 4.7	5/1/2020	7/1/2023	WP CS 4.8 B1080.7
WIN-PAK GX/XE/SE/PE 4.6	5/1/2019	10/31/2022	WP GX/XE/SE/PE 4.7 B1070.4
WIN-PAK GX/XE/SE/PE 4.5	6/1/2018	6/1/2022	WP GX/XE/SE/PE 4.6 B1060.6
WIN-PAK CS 4.6	5/1/2019	5/1/2021	WP CS 4.7 B1070.4
WIN-PAK CS 4.5	6/1/2018	6/1/2021	WP CS 4.6 B1060.6
WIN-PAK GX/XE/SE/PE 4.4	12/1/2017	12/1/2021	WP GX/XE/SE/PE 4.5 B1050.11
WIN-PAK with Web XE/SE/PE	12/1/2017	12/1/2021	WP XE/SE/PE 4.5 B1050.11
WIN-PAK CS 4.3.1	12/1/2017	12/1/2019	WP CS 4.5 B1050.11
WIN-PAK XE/SE/PE 4.0	3/1/2016	3/1/2020	WIN-PAK XE/SE/PE 4.4 B685.5.x
WIN-PAK CS 4.3	3/1/2017	3/1/2019	WIN-PAK CS 4.3.1 B1017.48.3
WIN-PAK XE/SE/PE 3.3	3/1/2014	3/1/2019	WIN-PAK XE/SE/PE 4.0 B673.x
WIN-PAK SE/PE 3.2	8/1/2013	3/1/2019	WIN-PAK SE/PE 3.3 B670.21
WIN-PAK XE	8/1/2013	3/1/2019	WIN-PAK XE 3.3 B670.21
WIN-PAK SE/PE 3.0	8/1/2012	3/1/2019	WIN-PAK SE/PE 3.2 B670.16
WIN-PAK CS 4.2	5/1/2016	5/1/2018	WIN-PAK CS 4.3 B1017.45
WIN-PAK CS 4.1	7/1/2013	7/1/2015	WIN-PAK CS 4.2 B1017.33
WIN-PAK SE/PE 2.0	12/30/2011	3/31/2018	WIN-PAK SE/PE 3.0 B670.x
WIN-PAK SE/PE	9/6/2011	12/31/2015	WIN-PAK SE/PE 2.0 645.3
WIN-PAK CS B1017.16	11/1/2011	11/1/2013	WIN-PAK CS 4.1 B1017.22
WIN-PAK CS B1017.4	8/1/2010	8/1/2012	WIN-PAK CS B1017.16
WIN-PAK CS B1015.5	9/1/2007	9/1/2009	WIN-PAK CS B1017.4
WIN-PAK CS B1012	9/1/2005	9/1/2007	WIN-PAK CS B1015.5
WIN-PAK PRO 2005	5/1/2007	5/1/2012	WIN-PAK PE B633.2
WIN-PAK 2005	5/1/2007	5/1/2012	WIN-PAK SE B633.2
WIN-PAK PRO Release 4	7/1/2005	5/1/2010	WIN-PAK PRO 2005 B563
WIN-PAK 2.0 Release 4	5/1/2005	5/1/2010	WIN-PAK 2005 B561
NStar Rel 2	6/1/2012	3/31/2015	WIN-PAK XE B670.16
NStar	4/28/2009	4/28/2012	NStar Rel. 2 B648
PassPoint	6/29/2009	12/31/2015	N/A
WIN750	4/30/2009	12/31/2015	N/A

WIN-PAK Compatible Hardware Technical Support Lifecycle: Panels / Readers / Peripherals

Technical Support Lifecycle:

"Access Control Panels" Technical Support will continue for 5 years after Sales End of Life

Current \ Future Releases
More than 2 Year of Support Left
Less than 2 Year of Support Left
Less than 1 Year of Support Left
Discontinued Support

WIN-PAK Compatible Hardware Technical Support Lifecycle: Panels / Readers / Peripherals			
SALES		Technical Support	Product Replacement
Product	Sales End of Life	Expiration	
PRO4200 Series	TBD	TBD	TBD
MPA2MPSE, MPA2C3, MPA2C3-4	TBD	TBD	TBD
OmniSmart Readers	TBD	TBD	TBD
Suprema Biometric	TBD	TBD	TBD
OmniArch / Stid Readers	TBD	TBD	TBD
Galaxy Dimension, Flex Series	TBD	TBD	TBD
MPA1002U-MPS	11-30-2023	11-30-2028	MPA2MPSU
MPA1002E-MPS, MPA1004E-MPS	11-30-2023	11-30-2028	MPA2MPSE, MPA4MPSE
MPA2C1, MPA2C1-4	11-30-2023	11-30-2028	MPA2C3, MPA2C3-4
Vista 128 Series	04-30-2023	04-30-2028	TBD
Vista 250 Series	05-31-2022	05-31-2027	TBD
NetAXS-123 & NetAXS-4 Series	6/30/2021	6/30/2026	MPA Series / PRO4200 Series
PRO3200 Series	4/30/2021	4/30/2026	PRO4200 Series
Digi Readers	2/21/2022	3/31/2023	OmniSmart Series Readers
Omni Class & Omni Multi Class Readers	6/30/2022	3/31/2023	OmniSmart Series Readers
HID SE iClass Readers	6/30/2022	3/31/2023	OmniSmart Series Readers
PRO2200 Series	3/28/2014	6/30/2022	PRO4200 Series
PRO3000 (APAC)	TBD Q1 2023	TBD	PRO4000 (APAC)
PRO22EN	5/24/2017	6/30/2022	NA
PROCVT1	8/1/2005	6/30/2022	NA
OmniAssure Touch Readers	3/1/2022	3/1/2022	OmniSmart Series Readers
HON-FIN4000 Series Readers	1/31/2022	1/31/2022	Suprema Biometric
NS2 / NS2 +	8/1/2012	12/31/2021	MPA Series / PRO4200 Series
N-1000-III / IV Series	7/1/2016	12/31/2021	MPA Series / PRO4200 Series
N-1000-II Series	6/1/2006	12/31/2021	MPA Series / PRO4200 Series
OmniAssure Readers & Accessories	10/5/2021	10/5/2021	OmniSmart Series Readers