



Hyland RPA

Support Policy

Documentation Notice

Information in this document is subject to change without notice. The software described in this document is furnished only under a separate license agreement and may only be used or copied according to the terms of such agreement. It is against the law to copy the software except as specifically allowed in the license agreement. This document or accompanying materials may contain certain information which is confidential information of Hyland Software, Inc. and its affiliates, and which may be subject to the confidentiality provisions agreed to by you.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright law, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Hyland Software, Inc. or one of its affiliates.

Hyland, Hyland Experience, OnBase, Alfresco, Nuxeo, and product names are registered and/or unregistered trademarks of Hyland Software, Inc. and its affiliates in the United States and other countries. All other trademarks, service marks, trade names and products of other companies are the property of their respective owners.

© 2024 Hyland Software, Inc. and its affiliates.

The information in this document may contain technology as defined by the Export Administration Regulations (EAR) and could be subject to the Export Control Laws of the U.S. Government including for the EAR and trade and economic sanctions maintained by the Office of Foreign Assets Control as well as the export controls laws of your entity's local jurisdiction. Transfer of such technology by any means to a foreign person, whether in the United States or abroad, could require export licensing or other approval from the U.S. Government and the export authority of your entity's jurisdiction. You are responsible for ensuring that you have any required approvals prior to export.

DISCLAIMER: This documentation contains available instructions for a specific Hyland product or module. This documentation is not specific to a particular customer or industry. Hyland customers are responsible for making their own independent assessment of the information in this documentation. This documentation: (a) is for informational purposes only, (b) is subject to change without notice, and (c) does not create any commitments or assurances by Hyland or its affiliates. This documentation is provided "as is" without representation or warranty of any kind. Hyland expressly disclaims all implied, express, or statutory warranties. Hyland's responsibilities and liabilities to its customers are controlled by the applicable Hyland agreement. This documentation does not modify any agreement between Hyland and its customers.

Document Name

Hyland RPA

Department/Group

Documentation

Revision Number

Foundation 24.1

Hyland RPA Support Lifecycle

Product Support Status.....1

Product Support Lifecycle.....1

Hyland RPA Support Status.....1

Hyland RPA Support Lifecycle

The Hyland RPA Product Support Lifecycle and how Hyland RPA products, versions and components transition through support states.

Product Support Status

The **Support Status** of Hyland RPA can change over time according to the **Hyland RPA Product Support Lifecycle**. This can happen for a number of reasons, including customer demand, product strategy changes and innovation.

To help customers plan around the **End of Support** of our products, Hyland RPA publishes a list of all products with their current support status, first release date, and full support end date. This list is available on the [Hyland RPA Support Status on page 1](#) table.

Product Support Lifecycle

The Product Support Lifecycle defines how Hyland RPA, components and versions transition between different support states.

The table below describes in detail the different transitions and support states of Hyland RPA products, versions and components:

State / Transition	Description
Release Date (Transition)	The date on which a product is first made Generally Available .
Full Support (State)	Full support, services and code fixes are provided to customers with a current support contract, based on the terms & conditions per customer entitlement. All code fixes are made to the current version with exceptions at the discretion of Hyland.
End of Full Support (Transition)	On the date a product version enters End of Support , the following applies: <ul style="list-style-type: none">• The product version has matured to the Extended Support Program, with limited support offered by Hyland Support. For full details, refer to the Extended Support Program.• Code changes are no longer being made to this product.• Hyland Support will direct customers to upgrade to a supported version of the product to address unexpected software behavior that cannot be resolved by the Support Analyst Team.

Hyland RPA Support Status

The following table lists the RPA releases with their release date and full support end date:

Product	Release Date	Full Support End Date
Hyland RPA 24.1	April-24	April-26
Hyland RPA Platform 24.1	April 4, 2024	
Hyland RPA Designer 24.1	April 4, 2024	
Hyland RPA Conductor 24.1	April 4, 2024	
Hyland RPA Attended 24.1	April 4, 2024	
Hyland RPA Analyst 1.42	August 11, 2022	
Hyland RPA 23.2	August-23	August-25
Hyland RPA Platform 23.2	August 29, 2023	
Hyland RPA Designer 23.2	August 29, 2023	
Hyland RPA Conductor 23.2	August 29, 2023	
Hyland RPA Analyst 1.42	August 11, 2022	
Hyland RPA 23.1	March-23	March-25
Hyland RPA Platform 23.1	March 29, 2023	
Hyland RPA Designer 23.1	March 29, 2023	
Hyland RPA Conductor 23.1	March 29, 2023	
Hyland RPA Analyst 1.42	August 11, 2022	
Hyland RPA 22.3	December-22	December-24
Hyland RPA Platform 22.3	December 13, 2022	
Hyland RPA Designer 22.3	December 5, 2022	
Hyland RPA Conductor 22.3	December 5, 2022	
Hyland RPA Analyst 1.42	August 11, 2022	
Hyland RPA 22.2	August-22	August-24
Hyland RPA Platform 22.2	August 11, 2022	
Hyland RPA Designer 22.2	August 11, 2022	
Hyland RPA Conductor 22.2	August 11, 2022	
Hyland RPA Analyst 1.42	August 11, 2022	
Hyland RPA Manager 1.42	August 11, 2022	

Product	Release Date	Full Support End Date
Hyland RPA Conductor 3.42	August 11, 2022	
Hyland RPA 22.1	March-22	August-24
Hyland RPA LoginService 1.41	March 23, 2022	
Hyland RPA1.40	October-21	August-24
Hyland RPA LoginService 1.39	June 14, 2021	

On the date a product version enters **End of Support**, the following applies:

- The product version has matured to the **Extended Support Program**, with limited support offered by **Hyland Support**. For full details, refer to the [Extended Support Program](#).
- Code changes are no longer being made to this product.
- **Hyland Support** will direct customers to upgrade to a supported version of the product to address unexpected software behavior that cannot be resolved by the **Support Analyst Team**.