



Product Release, Version Support, and Obsolescence Policy

Overview

Litera is committed to providing to our Customers products with improved reliability and security. As part of our efforts to continually improve our products, Litera advises Customers to install the latest product releases so that Customers may benefit from enhanced reliability and security features, which may be included in product releases. This Release and Obsolescence Policy (the “Policy”) provides guidance on (i) the types of Litera’s releases; and (ii) Litera’s available support levels by product versioning.

This Policy does not apply to all Litera product offerings. [Table 1: Support Level Details](#) below lists by Litera Product-specific support and servicing start date and end date. For the purpose of this policy, “Customer” means (i) a party with a current contract licensing a Litera Product; and/or (ii) a party with a current contract for Litera maintenance and support services.

The Customer acknowledges that in the event of conflict between this Policy and the governing terms and conditions of the software licenses, the terms added to this Policy will supersede, control, and will bind both Customer and Litera.

Release Nomenclature

Litera delivers three distinct types of releases for all products and modules.

- Major Release—May include new functionality, enhancements, addresses Customer issues, and changes to ensure certification to third-party platforms. A Major Release may also include significant architectural changes. Major Releases typically have larger impacts on either the upgrade effort, the user experience, or integration.
- Minor Release—May include small enhancements, resolution to Customer issues, and changes to ensure certification to third-party platforms.
- Point Release—May include fixes for issues preventing Customers from using the product or interrupts critical production operations.

Product Version Support Policy

Litera is committed to providing high quality, valuable, and performant solutions to our Customers. Rapidly changing technologies, operating systems, integrations with third-party products, security vulnerabilities, as well as innovation, drive the need to update and introduce new products and platforms. Retiring older software versions and products is essential to this

process. “Litera Product Support Lifecycle” means a Litera Product that may qualify for either (i) Full Support Version; (ii) Reduced Support Version; or (iii) Expired Support Version.

All Litera products and versions in the scope of this policy (individually referred to as “Litera Product,” and in whole or in part as “Litera Products”) are supported at one of the following support levels. For illustrative details on the Litera Product Support Lifecycle, refer to [Table 1: Support Level Details](#).

Full Support Version

“Full Support Version” is the support level for the most recently released Litera Product version. The Full Support Version is the basis for new enhancements and for future releases. The Full Support Version also supports the most current versions of third-party platforms such as operating systems, Office, and DMS. All new features and newly supported workflows are added on the basis of the Full Support Version for a Litera Product. The Full Support Version includes product enhancements and reported issues, which require development changes.

Reduced Support Version

“Reduced Support Version” is the support level for the 3-preceding Major or Minor released versions behind the most recently released (Major or Minor) Full Support Version. Point Releases released between the then, current Full Support Version and the then, current oldest Reduced Support Version are also considered Reduced Support Versions. Customers using a Reduced Support Version will continue to receive help with deployment, solving issues, and questions of how to use the product. Reduced Support Versions do not include product enhancements and reported issues, which require development changes. Reduced Support Versions may not be compatible with the latest versions of third-party platforms such as operating systems, Office, or DMS.

Expired Support Version

“Expired Support Version” means a Litera Product that is not supported either through a Full Support Version or a Reduced Support Version. When Litera Products or specific versions of Litera Products are moved to the Expired Support Version, these Litera Products will no longer be supported. Further, Expired Support Version will not qualify for a contract renewal notwithstanding anything to the contrary in the applicable licensing agreement. In the event a Litera Product is intended to move to the Expired Support Version, Customer will receive no less than a 12-month notice to prepare for migration to a Full Support Version. Litera strongly recommends and urges those Customers using an Expired Support Version to upgrade to the Full Support Version. Expired Support Version qualifies for Basic Phone Support and, in certain circumstances at Litera’s discretion, limited technical support.

Table 1: Support Level Details

	Full Support Version	Reduced Support Version	Expired Support Version
Technical Support	Yes	Yes	Limited, at Litera’s discretion
New Features Added	Yes	No	No
Third-Party Certification	Yes	At Litera's Discretion	No
Upgrade Support	Yes	At Litera's Discretion	At Litera's Discretion
Customization and Configuration	At Litera's Discretion	At Litera's Discretion	No
Basic Phone Support	Yes	Yes	Yes

Changes to the Version Support Policy and Details

Effective September 21, 2021, versions of the Litera Products will be classified as expired once they are superseded by newer quarterly releases of the go-forward product in a product classification (i.e., Clean, Compare, Create).

Litera’s goal is to provide ample time for our Customers to be able to adhere to this Policy update:

- Customers must be running one of the four most recent quarterly releases of the go-forward product by **September 21, 2021**, in order to continue receiving support for the applicable product.
- Please note this does not include intra-quarter point releases.
- Where Merged Product will be introduced, the last 6 versions of Litera Products in a product classification (i.e., Clean, Compare, Create) will be supported upon release of the Merged Product, this includes support for the Source Product, but may include, at Litera’s discretion, limited support for Expired Support Versions.

“Merged Product” means the amalgamation of (a) Source Product and (b) new, enhanced, and/or modified features. The following is applicable to Merged Products:

- Merged Product may fall under one of Litera Product Support Lifecycle.

“Source Product” means one or more Litera Product(s) used to generate a Merged Product. The following is applicable to Source Product:

- For a Source Product, support continues for Customers from the initial release of the Merged Product and for a period of 6 versions thereafter. On the expiration of the 6th version, the Source Product moves to Expired Support Version.

Basic Phone Support

“Basic Phone Support” means Customers can still work with Litera Customer Support teams for (i) on account-level inquiries, (ii) direction to documentation and help materials, and (iii) in some cases, and at Litera’s discretion, aid in helping Customers upgrade to a supported Litera Product version subject to those Customers contracting with Litera for maintenance and support services and/or any applicable licensing fees based on Litera’s then-current rates.

Ongoing Support for Expired

Customers running Expired Support Version after the dates above may, at Litera’s discretion, receive only limited product-specific support for the last 8 most recent quarterly versions of Litera Products. This includes:

- Technical support involving remotely accessing Customer environments to attempt a resolution or find a workaround solution.

Support for Expired Support Version does not include:

- Technical support involving setting up a new Customer environment to attempt to reproduce any reported issue,
- New feature additions,
- Third party certifications, and/or
- Support for upgrades—which may be available at Litera’s discretion.

To receive higher levels of support, Customers must upgrade to either Full Support Version or Reduced Support Version.

Support Lifecycle

New releases change the support status of prior Litera Product versions. The following are guidelines for how the Litera Product Support Lifecycle evolves. At any time, Litera may elect to keep a release on a higher level of support.

Table 2: Support Lifecycle Details

When the following is released...	The following changes occur...
Point Release	Released version is at Full Support. The latest release prior to the Point Release is moved to Reduced Support Version.
Minor Release	Released version is at Full Support. The latest release prior to the Minor Release is moved to Reduced Support Version.
Major Release	Released version is at Full Support. The latest release prior to the Major Release is moved to Reduced Support Version.

Supported Versions

Table 3: Supported Versions

Category	Product	Full Support Version	Reduced Support Versions
Templates & Content	Litera Create***	3.3.0	3.2.0, 3.1.0, 3.0.0
	Content Companion*	See Litera Create	4.11.X 4.10.X, 4.9.X
	Forte*	12.12.X	12.11.X, 12.10.X, 12.9.X
	MacPac**	<i>Expired Support</i>	
	veroDocs**	<i>Expired Support</i>	
	Docuble Templates**	<i>Expired Support</i>	
	Docuble Essentials**	<i>Expired Support</i>	
	Innova*	8.10.X	8.9.X, 8.8.X, 8.7.X
Numbering	Merged Litera Numbering, TOC, DocID Product (NTD)	3.4.0	3.3.0, 3.2.0, 3.1.0, 3.0.X
	Litera Numbering, TOC, DocID Product*	N/A	2.5, 2.4.X, 2.3.X, 2.2.X

Product Release, Version Support, and Obsolescence Policy

Category	Product	Full Support Version	Reduced Support Versions
	MacPac Numbering**	<i>Expired Support</i>	
	DocXtools Numbering, TOC, DocID*	N/A	11.13.X, 11.12.X, 11.11.X
Proofreading	Contract Companion / Litigation Companion***	10.18.X Or 1.8.X if installing via Litera Check	10.17.X, 10.16.X, 10.15.X Or 1.7.X, 1.6.X, 1.5.X if installing via Litera Check
	Best Authority*	6.9.X Or 1.8.X if installing via Litera Check	6.8.X, 6.7.X, 6.6.X Or 1.7.X, 1.6.X, 1.5.X, if installing via Litera Check
	Best Authority PPS	<i>Expired Support</i>	
	CitationWare**	<i>Expired Support</i>	
	Patent Companion	<i>Expired Support</i>	
Repair	DocXtools***	11.18.X	11.17.X, 11.16.X, 11.15.X
	DocXtools Companion***	11.18.X Or 1.8.X if installing via Litera Check	11.17.X, 11.16.X, 11.15.X Or 1.7.X, 1.6.X, 1.5.X, if installing via Litera Check
	DocXtools for Life Sciences	11.5.X	11.4.X, 11.3.X, 11.2.X
	styleDocs**	<i>Expired Support</i>	
Clean	Metadact***	5.10.X	5.9.X, 5.8.X, 5.7.X
	Workshare Protect**	<i>Expired Support</i>	
	Workshare Protect Server**	<i>Expired Support</i>	
	Workshare Detect Server*	<i>Expired Support</i>	
	cleanDocs*	2.7 U8	2.7 U7, 2.7 U6
	3BClean**	<i>Expired Support</i>	
	SmartSend**	<i>Expired Support</i>	
Compare	Litera Compare***	11.4.X	11.3.X, 11.2.X, 11.1.X
	Litera Compare Server	9.18	9.17.0, 9.16.X, 9.15
	Litera Review	4.0.0	3.0.0, 2.1.0

Product Release, Version Support, and Obsolescence Policy

Category	Product	Full Support Version	Reduced Support Versions
	Workshare Compare*	10.16.X	10.15.X, 10.14.X, 10.13.X
	Change-Pro Premier**	See Litera Compare	10.14.X, 10.13.X
	compareDocs*	5.1 U6	5.1 U5, 5.1 U4, 5.0 U3
Share	Litera SecureShare***	5.2.2	5.2.1
	Litera Secure File Transfer**	4.22	4.21, 4.20, 4.19, 4.18, 4.17, 4.16, 4.15, 4.14
	Workshare Connect	<i>Expired Support</i>	
Publish	pdfDocs	4.15	4.14, 4.13, 4.12, 4.11
	contentCrawler	5.2	5.1, 5.0 U3, 5.0 U3, 5.0 U2, 5.0 U1
Transaction Management	Litera Transact (when hosted in Reynen Court)	Refer to Reynen Court's Support Policy	Refer to Reynen Court's Support Policy

*Products that are planned to be merged into a new, go-forward product (future Source Products).

**Products that have been merged into a new, go-forward product (current Source Products).

***Go-forward products in a category (future Merged Products).

Note: Metadact is an offering that, unless otherwise stated, can include references to variant products, including Metadact-i.

Note: Workshare Professional is a bundled offering consisting of Workshare Compare, Workshare Protect, and Workshare Connect. Please refer to the constituent products for the supported versions.

Note: References to cleanDocs and compareDocs include variations of those products: cleanDocs Desktop, cleanDocs Server, cleanDocs SD, and compareDocs SDK.

Special Announcements

- As of the Q3 2021 release of Metadact, 3BClean is on Expired Support.
- As of the Q3 2021 release of Litera Check, CitationWare is on Expired Support.
- As of December 31, 2021, Workshare Connect is on Expired Support.

- As of the launch of the Q4 2021 release of Metadact, Workshare Protect and Workshare Protect Server are on Expired Support.
- As of June 30, 2022, MacPac, MacPac Numbering, Docuble Templates, Docuble Essentials, veroDocs, and styleDocs are on Expired Support.
- As of February 5, 2023, Ascera is on Expired Support.
- As of the launch of the Q3 2022 release of Litera Compare, Change-Pro Premier is on Expired Support.
- As of the launch of the Q4 2022 release of Metadact, Workshare Detect Server is on Expired Support.
- After the launch of the Q4 2023 release of Litera SecureShare, Litera Secure File Transfer will be on Expired Support.
- After the launch of the Q4 2023 release of Metadact, cleanDocs will be on Expired Support.
- After the launch of the Q4 2023 release of Litera Compare, compareDocs will be on Expired Support.
- After the launch of the Q4 2023 release of Litera Compare, Workshare Compare will be on Expired Support.
- After the launch of the Q4 2023 release of pdfDocs, compareDocs, and cleanDocs, associated releases of Capensys eLearning modules will be on Expired Support.
- After the launch of the Q2 2023 release of Litera Transact, Workshare Transact will be on Expired Support.
- After the launch of the Q1 2024 release of CAM, Milan will be on Expired Support.
- After the launch of the Q4 2024 release of Litera Create, Innova, Forte, and Content Companion will be on Expired Support.
- On May 3, 2024, Desktop Import/Export for iManage will enter Expired Support.