

# KINGSTAR Product Release Lifecycle

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## Overview

Each release of the KINGSTAR software product has a lifecycle and there are **several important dates** to consider for each release. This includes the dates of:

1. General Availability
2. End of Support
3. End of Purchasable Software Development Kits (SDKs)

Although there is a defined lifecycle for KINGSTAR SDK product sales and for product support, there is **NO END DATE** for Runtime sales of any version of KINGSTAR Soft Motion or KINGSTAR EtherCAT. Any customer who has developed a system on KINGSTAR can obtain the required Runtime from their sales representative.

## Important Product Release Dates

1. The **General Availability** date is the date of first shipment of the product release for use in production.
2. The **End of Support** is the date IntervalZero no longer provides service packs, updates or technical assistance. IntervalZero supports the current product release and one (1) major versions back.
  - Before this date, customers who are covered by Support & Maintenance will be provided technical assistance with respect to how to use the software, as well as help troubleshooting challenges related to deployment of their software. Each SDK covered by Support & Maintenance entitles a customer to designate one developer to have access to the IntervalZero Support Portal and who can initiate support cases for supported products. Further, IntervalZero will maintain products by providing corrected or modified versions of the supported products in the form of service packs, product updates, and engineering updates.
  - After this date, the product will no longer be supported or actively maintained. Any open support cases for a newly unsupported product version will continue to be investigated by the IntervalZero support team until a resolution is found.
3. The **End of Purchasable SDKs** date coincides with the End of Support. Once a version of KINGSTAR is no longer under support, IntervalZero will no longer sell the SDK for new development. The unsupported SDKs can still be purchased for existing projects by contacting Sales.