

CitectHistorian Product Support Lifecycle

| Product Release | Release Date | Lifecycle Phase | Support |
|---------------------------|--------------|---|--|
| Plant2Business V1.0 | Jul 2001 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| Plant2Business V2.0 | Oct 2001 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| Plant2Business V2.10 | May 2002 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| Plant2Business V3.0 | Oct 2002 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| Plant2Business V3.02 | Nov 2003 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| Plant2Business V3.10 | May 2004 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| CitectSCADA Reports V4.0 | Oct 2006 | Retired Functionally stable and obsolete | No maintenance development. No longer supported. Recommend upgrade to latest release. |
| CitectSCADA Reports V4.10 | April 2008 | Mature | No maintenance development. Limited support until 31/12/2016. Recommend upgrade to latest release. |
| CitectHistorian V4.20 | Dec 2009 | Mature | No maintenance development. Limited support until 31/12/2017. Recommend upgrade to latest release. |
| CitectHistorian V4.30 | Aug 2011 | Mature | No maintenance development. Limited support until 31/12/2019. Recommend upgrade to latest release. |
| CitectHistorian V4.40 | Dec 2012 | Mature | No maintenance development. Limited support until 31/12/2020. Recommend upgrade to latest release. |
| CitectHistorian V4.50 | Sep 2013 | Active | Full support with maintenance development until 31/12/2016. Limited support until 31/12/2021. |
| CitectHistorian 2016 | April 2016 | Active | Full support with maintenance development until 31/12/2019. Limited support until 31/12/2024. |

Please note: Details above are applicable only to customers with a current SCADA & MES Global Support agreement for this product.

Note: **Limited Support** consists of the following:

- > Answering customers' questions
- > If possible, providing work arounds and fixes that are available for known problems but not hotfixes for new issues
- > Providing customers with migration path information

Note: **Critical fixes** will be supplied for the following:

- > Critical safety issues

Supporting Custom Software and Solutions

The Schneider Electric Software Development team provide services to investigate issues impacting the Vjeo, Citect and Ampla ranges of SCADA and MES software released by Schneider Electric. The Software Development team are committed to providing practical resolution of issues to the released software by way of workaround, patch, service pack or maintenance release fixes. Large or complex fixes which require extensive rewrite, architectural change, enhancement or feature design are referred to the Offer Management team for consideration in future release product offerings. Enhancement ideas from users are always welcome and can be raised directly using the ideas@SCADA forum. To understand how the Software Development team assists the Support group, refer to this [workflow](#).

Whilst investigating issues that directly involve custom software provided by third parties or Schneider engineering services, the Software Development team will attempt to assist where possible in identification of cause and effect and may make recommendations on possible solutions to custom software. Where issues are localised to third party software it would become necessary that they be referred to the relevant third party software supplier. Where problems are localised to non-released Schneider engineering solutions and software (e.g. tools & external apps), referral to the local professional services or solution support team may be requested as appropriate. We do not version control any non-released (or third party) software.

