GAGETRAK VERSION 7

END OF PRODUCT LIFECYCLE

Since its introduction in 2013, GAGEtrak 7 has served our customers as a reliable Windows-based solution. As technology and Windows platforms have continued to evolve, we are now preparing to complete the product's lifecycle and help customers transition to our current-generation solution, GAGEtrak 8.

KEY DATES

With the release of GAGEtrak 8 in 2022, GAGEtrak 7 transitioned from Mainstream Support to its Sunset lifecycle phase. As we complete the remaining stages of the GAGEtrak 7 product lifecycle, the following dates will apply:

Sunset / End of Mainstream Support: December 31, 2022

End of Technical Support: December 31, 2028*

License Activation Service Retirement: January 1, 2030

*Except where otherwise provided under an existing contractual agreement. If you currently have an active Maintenance Agreement (MA), it will remain valid for GAGEtrak 7 through its existing term, but should you elect to upgrade during that time, your MA would roll over to GAGEtrak 8.

After December 31, 2028, CyberMetrics will no longer provide technical support or compatibility assistance for GAGEtrak 7. As a Sunset product, GAGEtrak 7 no longer receives product updates, enhancements, or routine fixes.

The license activation service used by GAGEtrak 7 will be retired on January 1, 2030. After this date, standard license activation—including activation required when installing the software on a new or replacement computer—will no longer be available.

WHAT DOES THIS MEAN FOR YOU?

Your perpetual license remains valid, and your existing activated installation of GAGEtrak 7 will continue to operate. Your locally stored data and existing installation will not be affected by the end of support. However, once the license activation service is retired, standard activation of GAGEtrak 7 on a new or replacement computer will no longer be available.

PLANNING YOUR NEXT STEP

We encourage customers who are still using GAGEtrak 7 to begin planning their transition to GAGEtrak 8, our currently supported replacement for GAGEtrak 7. Our team can help you understand your options, plan your transition, and answer questions about your existing license and support coverage. We recommend beginning this process well before January 1, 2030, particularly if you anticipate replacing the computer currently running GAGEtrak 7. Please see our **GAGEtrak 8 Upgrade Guide**.

WE'RE HERE TO HELP

Please contact our GAGEtrak Sales Team at 1-800-777-7020 or sales@cybermetrics.com to discuss your options or receive assistance with transition planning.

Thank you for your continued use of GAGEtrak 7 and for being a valued CyberMetrics customer.