ProjectWise Support Policy

The tables below show the support status and support services for all versions of ProjectWise servers and services.

Support Status	Continuous Support	Full Support	Expiring Support	Support Discontinued
CONNECT Edition	⊘			
V8i (Latest SELECTseries) Refer to Latest V8i Servers and Services SELECTseries				⊘
V8i (Earlier SELECTseries)				⊘
V8, XM, 2004, ...				⊘

Support Services		Continuous Support	Full Support	Expiring Support	Support Discontinued
Entitlements	Upgrade to Latest Version	⊘	⊘	⊘	⊘
	Available for Download	⊘	⊘		
New Functionality	Frequently Scheduled Enhancements	⊘			
	Automated Updates	⊘			
Maintenance Updates	Automated Patches (Critical Fixes)	⊘			
	Maintenance Fixes	⊘	⊘		
	Certification of Operating System Updates (e.g. Windows 10)	⊘	⊘		
	Escalation Installation (Critical Fixes)	⊘	⊘	⊘	
User Assistance	Access to Support Analysts	⊘	⊘		
	Service Request Submittal	⊘	⊘	⊘	
	Online Knowledge Base	⊘	⊘	⊘	
Learning Services	In-Application Learning	⊘			
	Online Learning Content	⊘	⊘	⊘	
Compliance Certification	Automated Security Patches	⊘			
	Available Security Builds	⊘	⊘		
	Security and Privacy Regulatory Requirements, such as GDPR	⊘			