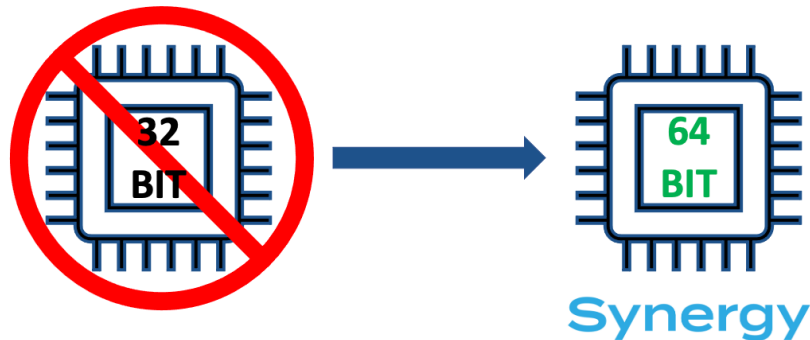


## End of General Support Notification

### 32-bit Synergy 3



Synectics have been shipping the more performant **64-bit** version of Synergy since 2019.

This notification is to inform you that the affected products listed below have transitioned to “End Of General Support” status. This means they will no longer be updated. Extended support will continue to be available (see definitions below).

**Please note this does not affect 64-bit Synergy which is in active development and will continue to receive regular updates.**

From major release v22.1.100, *32-bit* Synergy 3 systems will no longer receive software updates and will no longer be shipped with Synectics hardware.

We recommend that systems running *32-bit* Synergy 3 are upgraded to 64-bit Synergy.

#### 1.1 Affected Products

Affected Part Numbers	Description
n/a	32-bit Synergy 3 software (this notice does not affect 64-bit Synergy which has been available since v19.1.102 June 2019)

#### 1.2 Reason for End of General Support

Synergy versions prior to v22.1.100 are built with a version of Java runtime environment that is compatible with 32-bit and 64-bit systems. We have continued to use this Java platform to ensure backward-compatibility, but this runtime environment can no longer provide the level of cyber security our customers demand.

From Synergy v22.1.100 onwards we will be moving to a runtime environment that enables us to develop Synergy effectively and address the key vulnerabilities of older versions of Java. This runtime environment is not compatible with 32-bit Synergy 3, hence we will no longer be developing Synergy for 32-bit systems.

The last 32-bit compatible version is Synergy v22.1.12, released July 2022.

### 1.3 Replacement Product Details

64-bit Synergy has been our Synergy platform since June 2019 and is in active development with regular upgrades. We recommend that 32-bit Synergy systems are upgraded to 64-bit Synergy. This should be done before updating Synergy to version 22.1.100 or higher.

### 1.4 Notification Dates

Milestone	Date
Introduction of 64-bit Synergy (v19.1.102) including notice of 32-bit Synergy end of support in mid 2022	June 2019
Last 32-bit compatible Synergy upgrade (v22.1.12)	July 2022
General Support available until*	November 2022
Extended Support available until*	October 2023
End of Life*	October 2023

\*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

### 1.6 Definitions

**End of Availability** is the point that the product is phased out by Synectics.

**Last Time Buy (LTB)** is the point at which the last order for the product can be made.

**General Support** means that the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

**Extended Support** means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

**End of Life** means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

### 1.7 Supply after End of Availability

In the event that you are supplied this product after the End of Availability date, the notification dates will continue to apply as per this document.

If the product is supplied to you as new, and not as a like-for-like replacement, your warranty period will not be affected by the notification dates listed.

### 1.8 Response

For additional information regarding this notification, please contact your local Synectics representative or read this article: <https://support.synecticsglobal.com/hc/en-gb/articles/7011774343325>