

Model: • TotalFlow Path		Date: 10/10/2017	No.: PathEOSS
Subject: TotalFlow Path End of Service and Support		Prepared by: Tiberiu Dumitrescu	
From: Printing Systems Software			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Release/Patch)	<input type="checkbox"/> Tier 2

SYMPTOM/DESCRIPTION – Total Flow Path End of Service and Support**CAUSE – n/a****SOLUTION/DETAILS**

The agreed maintenance terms state that CIP global organization will continue to support a product for 2 years after the end of life announcement.

TotalFlow Path date for end of life date is December 12, 2017. TotalFlow Path end of support and service is December 12, 2019. During this period of time, any customer reporting an issue will be automatically asked to update to version 4.1. Any bugs or issues reported will be fixed only in version 4.1.

After December 12, 2019, it will be at the discretion of the Support team whether they accept or not any calls related to TotalFlow Path. The Development team will not accept any bug or issue report after December 12, 2019.