

Model: •		Date: 09/29/2016	No.: Prep- PM3.xEOS
Subject: TotalFlow Prep, Production and Print Manager END OF SERVICE for version 3.x with the release of version 4.2 in Q1 2017		Prepared by: Mike Raines, TotalFlow Prep, Print and Production Product Manager	
From: Printing Systems Software			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Release/Patch)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**SYMPTOM/DESCRIPTION** – With the release of version 4.2 in Q1, 2017, we will discontinue support for version 3.x of TotalFlow Prep, Print and Production Manager

**CAUSE** – n/a

## **SOLUTION/DETAILS**

Normal product life as defined by our maintenance terms indicates that version 3.x should be discontinued with the release of version 5.0 (two version difference). However, with the great difficulty required to produce a major version and the lack of a price increase, we have refrained from labeling new releases as major.

However, we still have a need to reduce the testing and support effort as versions age. For this reason, we are announcing the end of service and support for version 3.x. of TotalFlow Prep, TotalFlow Print Manager and TotalFlow Production Manager.

**This will become effective when version 4.2 becomes available in Q1 2017.**