



## Important announcement regarding Subs Plus support

The Subs Plus product was first released over 16 years ago and there are a wide range of versions still being used that have been released over a ten year period.

To allow us to focus our resources on developing and supporting the latest versions of Subs Plus and to provide maximum value to our clients, we are from time to time reducing the number of supported versions of Subs Plus.

To allow clients to plan for upgrades, DCA has a '**sunsetting**' schedule. Sunsetting applies to versions that we are providing limited support for and there is an expiry date on the support period.

Subs Plus version	Status	Support Expires
Version 6.0 & above	Fully supported	
Version 5.5, 5.6 & 5.7	Sunsetted	31 December 2010
Version 5.0, 5.1, 5.2 & 5.3	Sunsetted	31 December 2009
Version 4.9 & earlier	Unsupported	

Sunsetted support means:

Users are entitled to operational support in using Subs Plus. This essentially covers help with using the existing software to do required tasks. Sunset versions of Subs Plus will not be enhanced or developed in any way, including patch releases.

Unsupported means:

1. No functional or patch releases
2. No technical support, including assistance with re-installing software and rebuilding corrupted files.
3. No licence upgrades are available (i.e. database name, publication and users limit cannot be increased).
4. Operational support is not available.

DCA recommend that you upgrade to the latest version (V6.5) as soon as possible.

Please contact our Subs Plus support manager ([subsplussupport@data.com.au](mailto:subsplussupport@data.com.au) or 03 9320 9061).