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WebAccess Mobile Release End of Service Announcement

(V 2025.001)

We would like to formally inform our customers and partners that the legacy **WebAccess Mobile App** has reached its **end of service (EOS)** and is no longer supported or maintained.

Product Support Scope

- The **WebAccess Mobile App** supports **WebAccess versions earlier than v9.1.4 only**. *(WebAccess v9.1.4 and later versions are* **not supported***.)*
- Since **WebAccess v9.1.4 has already reached end of maintenance**, the corresponding Mobile App is officially discontinued.
- The Mobile App service has been removed from later WebAccess releases and is no longer available for installation or use.

Reason for Discontinuation

The WebAccess Mobile App was developed based on an early-generation mobile architecture and technology stack. Due to outdated frameworks and dependencies, the application can no longer be upgraded or maintained to meet current security and stability requirements. As a result, security vulnerabilities cannot be effectively addressed, and continued support is not feasible.
To ensure product quality, cybersecurity compliance, and long-term sustainability, we have officially retired the WebAccess Mobile App.

Recommended Alternative

For customers requiring mobile or app-based visualization and control, we strongly recommend migrating to the **EdgeView visualization platform (APP version)**, which:

- Is actively developed and maintained
- Uses a modern and secure architecture
- Integrates with the latest WebAccess and EdgeView ecosystem
- Meets current and future mobile visualization requirements

EdgeView is our next-generation visualization solution and the recommended path forward for mobile.

Next Steps

- Review existing deployments, Plan migration to **EdgeView (APP version)**
- Contact your local sales or technical support representative for migration guidance

We appreciate your understanding and continued support as we transition to future-ready platform.