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WebAccess/SCADA Release End of Service Announcement

(V 2025.001)

Thank you for your support in choosing WebAccess/SCADA. This announcement is to inform you that the **[WebAccess/SCADA version 9.2]** will officially reach its End of Service (EOS) on **[**March 31, 2027**]**. This decision has been made as part of our ongoing efforts to focus resources on developing and maintaining our next-generation solutions, which we believe will better serve your needs. If you have any questions regarding the support status of a specific version, please contact your Advantech account representative.

Post-EOS Support Period

To ensure a smoother transition, we will continue to offer basic support services for **[WebAccess/SCADA version 9.2]** for one year following the EOS date, until **[March 31, 2027]**. This basic support will include limited assistance for critical issues and security fixes, but no new updates, feature enhancements, or non-critical fixes will be provided.

After this one-year period, we will no longer provide any support or services for **[WebAccess/SCADA version 9.2]**. Please refer to the table below for details on the software versions and their respective End of Service (EOS) dates.

Products end of feature enhancement and fixes:

WebAccess/SCADA and related products	**Retirement**
WebAccess/SCADA version 9.2	March 31, 2027
WebAccess/SCADA version 9.1	March 31, 2026
WebAccess/SCADA version 8.4	May 28, 2021
WebAccess/SCADA version 8.3	September 30, 2019
WebAccess/Dashboard (2.0)	April 30, 2018
WebAccess/SCADA version 7.2	December 31, 2015
WebAccess/SCADA version 6	December 31, 2013

What Does This Mean for You?

- Starting from [March 31, 2027], we will no longer provide updates, technical support, or maintenance for [WebAccess/SCADA version 9.2].
- Starting from [March 31, 2026], we will no longer provide updates, technical support, or maintenance for [WebAccess/SCADA version 9.1].

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Long-Term Support for VIP

For VIP with an established service history, we retain the right to offer **long-time technical support** beyond the standard post-EOS period under a **separate Service Level Agreement (SLA)**. If your organization qualifies for extended support, please contact us to discuss a tailored SLA arrangement.

Need Assistance?

If you have any questions or require support during this transition, please contact your Advantech account representative. For technical support, please reach out to your regional field application representative or visit our support website. We are here to help you through this process, and appreciate your continued support and trust in our product.

Advisories

Microsoft Windows announced the end of support for the IE browser on June 15, 2022, which may impact components in WebAccess/SCADA relying on the latest operating system fixes. It is advised to stay updated with operating system updates and install the latest version of WebAccess/SCADA using Microsoft Windows 10 20H2 or higher, and Microsoft Edge browser 111 or higher. For detailed system requirements, please refer to the datasheet on our support portal. Thank you for your attention to this advisory as we strive to ensure a secure and supported environment.

Change Log

Version	Description	Modification Date
2020.001	First announcement for year of 2020	February 25, 2020
2023.001	First announcement for year of 2023	July 10, 2023
2025.001	First announcement for year of 2025	February 5, 2025