

FAQs for SoftMax Pro Software 4.x, 5.x and 6.x (Standard and GxP) discontinuation

1. What are the reasons for discontinuing versions 4.x, 5.x and 6.x of SoftMax® Pro Software?

For versions 4.x and 5.x users:

- Versions 4 and 5 were released in 2001 and 2005 respectively
- These versions are not compatible with Windows 10 operating systems
- Our latest version of SoftMax Pro Software is 7.1.2, which is Windows 10 Pro and Enterprise compatible and works with all of our currently supported plate readers
- We made significant improvements to SoftMax Pro 7.1.2 GxP Software and addressed the updated guidance released by the FDA in 2016 regarding electronic signature and record keeping requirements in 21 CFR Part 11
- These versions will be supported until July 2022, after which all support will be discontinued

For versions 6.0 – 6.4.2 customer:

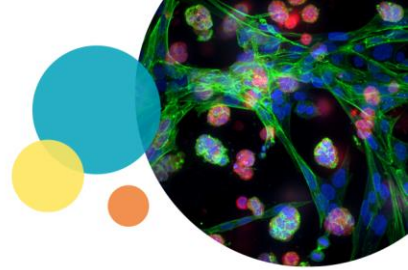
- These versions are not compatible with Windows 10 operating systems
- Version 6 software was first launched in 2011, we made updates to that version until 2015
- Our latest version of SoftMax Pro 7.1.2 Software is Windows 10 Pro and Enterprise compatible and works with all of our currently supported plate readers
- We highly recommend upgrading to version 7.1.2
- If you choose to continue using version 6.x at this time, we will be able to continue supporting you till July 2022. After this date, we will only be able assist customers who are on Extended Support Plans.

For version 6.5.1 customer:

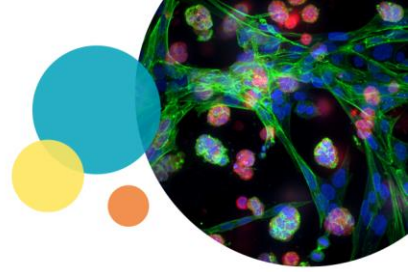
- Version 6.5.1 was launched in 2015; it is 6 years old
- Although it is compatible with Windows 10, we are unable to support this version with feature enhancements or patches
- Also this version does not support our most recently launched instruments:
 - SpectraMax® ABS Microplate Reader
 - SpectraMax® ABS Plus Microplate Reader
 - SpectraMax® iD3 Multi-Mode Microplate Reader
 - SpectraMax® iD5 Multi-Mode Microplate Reader

Resources for SoftMax Pro Software version 7.1.2 are available on our knowledge base, SpectraNet:

<https://support.moleculardevices.com/s/article/SoftMax-Pro-Upgrade-resources>



2. We were not aware of the SMP legacy version discontinuation. When did this happen?
 - We sent out the discontinuation letter on July 21st 2021, September 15th, 2021, and December 14th, 2021 to our entire plate reader customer base
 - In the event you have not received the discontinuation communication, please contact your local sales representative to update your company contact information
 - Please access the discontinuation letter and resources to SoftMax Pro 7.1.2 upgrade on our knowledge base, SpectraNet. <https://support.moleculardevices.com/s/article/SoftMax-Pro-Upgrade-resources>
3. Version 6.x customer: We are in the middle of a big project and do not want to switch SMP versions at this time. What are our options?
 - We will continue to support all SMP versions until July 2022.
 - For our SoftMax Pro version 6.x users, we are offering Extended Support Plans for an additional two years to enable our customers to complete their current projects, upgrade their software, and begin validating their assays
 - We offer trainings, software installation and validation services that will help make the transition easier
4. What will happen to my copy of SoftMax Pro v4.x, 5.x, or 6.x after the discontinuation and obsolescence dates?
 - You may continue to use your copy of SoftMax Pro Software installed on a computer with a compatible operating system after the discontinuation and obsolescence dates with no interruption
5. What do I do if I have an issue with my plate reader?
 - Please contact technical support for assistance
 - We will continue to troubleshoot and open work orders for any currently supported microplate reader regardless of the version of software you are using to operate it
6. What are Extended Support Plans?
 - For versions 6.x customers who chose not to upgrade to version 7.1.2 at this time, we will offer Extended Support Plans
 - Extended Support Plans will cover application questions and help with how to use the software, but will not include patches or feature enhancements
 - These plans are temporary and will be offered for a maximum of two years. This will enable you to finish up ongoing projects and upgrade to the new version of the software.
7. What are the part numbers for the Extended Support Plans? When can I purchase them?
 - Extended Support Plans are available for purchase
 - SMP6 GXP ESP is the part number for SoftMax Pro 6 GxP Software



- SMP6 STD ESP is the part number for SoftMax Pro 6 Software
8. We installed version 5.x or 6.x (non-Windows 10 compatible) version on Windows 10 computers. We have been using it for a year now. Today, we are unable to launch it or it crashes on launch.
- We do not support these versions on Windows 10 operating system. Each version of SoftMax Pro is validated on specific operating systems. Refer to the User Guide or Release Notes of that specific version for information on operating system compatibility.
 - Versions 5.0 through v.6.5.0 were NOT validated on Windows 10 and we do not support their use on untested operating system versions. The software may or may not perform as it would on compatible operating systems.