



## Extended Support Plans for SoftMax Pro 6 Software

### Important changes to SoftMax Pro 6 Software support

As new software versions are released, our capability to provide full support on discontinued software is reduced. However, we are committed to providing support for previous software versions for a minimum of five years after their release dates, unless otherwise specified.

- Discontinuation notifications for SoftMax® Pro 6 Software have been sent to contacts in our database and posted to SpectraNet (our knowledge base)
- In the event you have not received the discontinuation communication, please contact your local sales representative to update your company contact information

### Extended Support Plans

We will respond to all issues raised for SoftMax Pro 6 Software under an Extended Support Plan using commercially reasonable efforts. Due to the following factors, no resolution is guaranteed:

- Third party code, licenses, technologies, and operating systems used by SoftMax Pro 6 Software may be obsolete
- Representative computer systems for supported versions of our software run on currently supported operating systems. We do not have reference systems available to replicate, provide advanced support, seek root causes, or fix issues raised for discontinued or obsoleted software versions running on discontinued or obsoleted operating systems.

We recommend upgrading to our latest software version to assure coverage of our full software support and updated security features and compliance tools. SoftMax Pro 6 Software Extended Support Plan coverage ends July 31, 2024.

Coverage for SoftMax Pro Software	Scope	SoftMax Pro 6 GxP Software		SoftMax Pro 6 Software	
		No Plan	Extended <sup>2</sup>	No Plan	Extended <sup>2</sup>
Software activations	Additional SoftMax Pro 6 Software activations per year	0	2 per user	0	1 per seat
Plate reader connectivity	Assistance with plate reader connectivity troubleshooting	•	•	•	•
Software function	<ul style="list-style-type: none"> <li>Assistance with software functionality troubleshooting (&lt;5 minutes)</li> <li>Access to SpectraNet knowledge base and user guide downloads</li> <li>Remote screen sharing</li> </ul>	•	•	•	•
Software application support	<ul style="list-style-type: none"> <li>Assistance and guidance on feature implementation and use (5+ minutes)</li> <li>Direct access to subject matter experts</li> </ul>		• <sup>2</sup>		• <sup>2</sup>
Software updates	Access to update installers when needed	N/A	N/A	N/A	N/A
Priority SoftMax Pro INSIDER <sup>1</sup>	Priority notification of new alpha and beta testing programs		•		•
Continuity maintenance	Access to service packs released during active plan term	N/A	N/A	N/A	N/A
Perfective maintenance	Optimize software performance	N/A	N/A	N/A	N/A
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		• <sup>2</sup>		• <sup>2</sup>
Advanced formula assistance	Software support for data analysis functionality in existing protocols		• <sup>2</sup>		• <sup>2</sup>
Validation support	Support and guidance for: <ul style="list-style-type: none"> <li>Software Validation Package</li> <li>Deviation and risk management</li> </ul>		•		N/A

<sup>1</sup>Requires enrollment in [SoftMax Pro INSIDER program](#)

<sup>2</sup>Commercially reasonable effort approach

## Ordering information

## Part number

SoftMax Pro 6 GxP Software extended technical support plan for one user license of SoftMax Pro 6 GxP Software. Includes two activation keys per year per user license.	SMP6 GXP ESP
SoftMax Pro 6 GxP Software digital software activation keys	SMP6 GXP ACT
SoftMax Pro 6 Software extended technical support plan for one seat of SoftMax Pro 6 Software. Includes one activation key per year per seat.	SMP6 STD ESP
SoftMax Pro 6 Software digital software activation keys	SMP6 STD ACT

## Contact Us

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 Web: [www.moleculardevices.com](http://www.moleculardevices.com)  
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 Check our website for a current listing of worldwide distributors.

## Regional Offices

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