

Life Cycle Support (Revised Apr 2024)

Fulton Findings LLC and Bathtub Software LLC support SuperSMITH® software.

Extended Support generally includes:

- Assistance with installation of software
- Routine software/theory questions.

Mainstream Support also includes feature requests and calculation clarifications.

Requests for detailed data analysis may be addressed with consulting offers.

The table below shows our current Life Cycle status. We strive for 2 year mainstream support and extended support for at least 7 years. (6.0AP is displayed when program runs, 6.0.0.116 is displayed when you click on the .exe and show properties.)

SuperSMITH® Current Version			SuperSMITH® Oldest Version Supported		
Version	End of Mainstream Support	End of Extended Support	Version	End of Mainstream Support	End of Extended Support
24 Apr 2024 6.0AP 6.0.0.116	Apr 2026	Apr 2031	07 Aug 2017 5.0DD 5.0.0.404	Aug 2019	Aug 2024

We generally release 2 to 4 versions per year. Mainstream Support Issues/requests that require a programming change are usually completed in the next version. Users that purchased a full version or site license can get an upgrade to a version issued within a year after purchase, which often includes resolution to their requests. Software updates after a year may require user to purchase an upgrade.

Notes on Oldest Version Supported.

1. Older versions (e.g. 5.0AL, released Sept 2007) may run under Windows 10/11 and some prior Windows versions. Most Windows versions prior to Windows 10 have reached Microsoft's End of Support. Older SuperSMITH and/or older Windows versions may have security risks as noted below. At our option, we may provide Extended Support on older versions.
2. Versions prior to 5.0CU may not run on screens with higher resolution monitors. You may need to upgrade the software or change the screen resolution on your monitor.
3. Microsoft periodically issues updates for security issues. For example, in January 2016 Microsoft issued updates for some Windows files that are distributed with SuperSMITH. If you are running an older version (5.0CW or earlier) of SuperSMITH, you may be at risk for those vulnerabilities if the Microsoft controls have not been updated. You may reduce your risk on older versions by doing the following:
 - a. Downloading and installing the current Demo Version.
 - b. Uninstall the Demo version, and if you are asked to keep unused controls select the option that keeps them
 - c. Install your older SuperSMITH software. It will note that there are newer versions of the controls installed. Select the option that uses the currently installed newer controls.
 - d. Verify that your Microsoft patches are current.
4. Some versions prior to 5.0BX (April 2012) used Microsoft's Help file programs. Microsoft no longer supports some of those programs, and assistance with the Help feature on old programs is beyond the scope of "Extended Support". Microsoft has also discontinued support for some older Active X controls used in prior versions. These are not updated in the method described in note 3 above. We do not recommend using software more than 10 years old and cannot be responsible for its secure use given the security limitations mentioned above.
5. At present, Microsoft supports VB6 in the current Windows 10/11 environment. They may change their policy, or remove/change controls which impact the operation of SuperSMITH. We will work with our customers to resolve those issues if they occur.
6. Version 6.0AL and later require a minimum of Microsoft Windows 10.