

ISD Products - Lifecycle plan

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Definitions

Major Release	This is the main version and the first release of a new product cycle, e.g. HiCAD 2018 - Version 2300.0.
Service Pack	Contains new features, enhancements and optimisations of the current product cycle. Reported errors are corrected, new functions are added, and/or existing functions are enhanced.
Patch	Contains corrections of reported errors. Patches do not contain any new functions.
Hotfix	Eliminates critical errors and can be provided at short notice if required. Hotfixes do not contain any new functions.

General availability of a product

This is the period of time during which new versions of a product are created. During this period, the ISD Group provides you with the following support:

- Access to Service Packs / Patches / Hotfixes of the current version as well as to the last Patch / Hotfix of the previous version
- Paid support according to support contracts (e.g. [Software Maintenance Contract*](#), Hotline support contracts)
- Hotline support within the warranty period after purchase of one of our products (detailed information can be found in the Hardware and/or [Software Purchase Contract](#)).
- Free support services (e.g. forums or our Wiki)

The table below provides an overview of the lifecycles of our products.

* Customers with a Software Maintenance Contract are entitled to receive free support by our Hotline. This applies to the last two Major Releases. Any other support is subject to a charge!

End of Life (EOL)

The End of Life (EOL) of a product is the date on which technical support and product downloads are no longer available for the product. After EOL, the support of the product will consist solely of the information provided in the ISD Wiki and the Forums. If any problems occur that cannot be solved with the help of this information, we recommend an upgrade to the latest product version. The table below provides an overview of the lifecycles of our products.

Table - Product Lifecycle
















The table below shows the release dates of various versions of our products HiCAD, HELiOS and HELiCON, and from what date no support and no downloads are available any more. ([planned date](#), [actual date](#))

Please note

If you work with a version for which support is no longer provided, we recommend an upgrade to the latest product version.

Product	Major Release	Last Service Pack	Last Patch	Hotline Support	New Service Packs available	New Patches available	EOL*
HiCAD 2019	Feb. 2019	Oct. 2019	Nov. 2020	✓	✓	✓	Feb. 2021
HiCAD 2018	Feb. 2018	Sep. 2018	Nov. 2019	✓	✗	✓	Feb. 2020
HiCAD 2017	Feb. 2017	Oct. 2017	Nov. 2018	✗	✗	✗	Feb. 2019
HiCAD 2016	Feb. 2016	Oct. 2016	Nov. 2017	✗	✗	✗	Feb. 2018

HiCAD 2015	Feb. 2015	Oct. 2015	Dec. 2016				Feb. 2017
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Product	Major Release	Last Service Pack	Last Patch	Hotline Support	New Service Packs available	New Patches available	EOL*
HELiOS 2019	Feb. 2019	Oct. 2019	Nov. 2020				Feb. 2021
HELiOS 2018	Feb. 2018	Sep. 2018	Nov. 2019				Feb. 2020
HELiOS 2017	Feb. 2017	Sep. 2017	Nov. 2018				Feb. 2019
HELiOS 2016	Feb. 2016	Sep. 2016	Nov. 2017				Feb. 2018
HELiOS 2015	Jan. 2015	Sep. 2015	Nov. 2016				Feb. 2017

* End of Life