

Metaphorically Speaking...

Withdrawal of Support for Dynamics NAV V4.0

In line with Microsoft's stated policy on older versions of Dynamics NAV, they have just announced the withdrawal dates for Version 4.0.

The policy on the withdrawal from support for older versions is that Microsoft will support two versions of Dynamics only – the latest and the next oldest version.

Once a new version is made available, Microsoft announces the dates of withdrawal of the second oldest version. In this case, with the release of NAV 2009, mainstream support for NAV 4.0 will end January 12, 2010.

It is very important for you to note that Metaphorix will continue to offer support for any older version of Navision (NAV) irrespective of Microsoft's policy. What mainstream support withdrawal does mean is that we will not have the backup of Microsoft if you find an issue in an older version that we cannot fix – in that instance you would need to upgrade to a supported version to get the fix you need.

If you are a user of any withdrawn from support version, and you are still paying annual maintenance via your Software Enhancement fee, you will still be able to access the following benefits through CustomerSource.

- Previously released Upgrades, Updates, Service Packs, Fixes and Regulatory/Tax Updates
- Self-Help Support through Knowledge Base articles and online content
- Unlimited Online Training
- CustomerSource Community and Tools

For more information on Microsoft Support Lifecycle policies and associated product dates for all Microsoft Products see the Support Lifecycle page

<https://mbs.microsoft.com/customersource/newsevents/news/generalnews/mainstreamsupportnav400sp3.htm>

If you have any queries about your own version or about upgrading, or you have any particular issues with us and our support of your account, please contact me (lizvh@metaphorix.co.uk) and I will do my best to sort them out.

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