

June 13, 2023

ProSoft Technology appreciates your investment in our products and as a valued customer, part of our commitment to you is to inform you of changes to the status of mature products.

As our products age, ProSoft Technology works to maintain them as long as possible and provide you with enough advance notification to allow you to make business decisions regarding your migration strategy.

As part of our lifecycle support, all our products follow the same 4 life-cycle phases – Active, Active Mature, Limited Availability, and Discontinued. Throughout this progression, we try to provide you with options to help you manage the issues that arise with aging products.

PRODUCT LIFECYCLE STAGE:

ACTIVE	Current, in-stock product. Fully supported.
ACTIVE MATURE	Current, in stock product. Fully supported. A newer product or family exists. (Optional Stage)
LIMITED AVAILABILITY	Low inventory, Fully Supported. Product will migrate to DISCONTINUED soon.
DISCONTINUED	Not available. Repair services may be available.

At this time, the A-J1939 Router gateway will transition to DISCONTINUE state, effective immediately. The replacement product is the A-J1939R/B (Series B) router, the new router has several enhanced features including the support of Modbus protocol (TCP/IP and RTU), DLR (Device Level Ring) and the ability to be configured as an EtherNet/IP target or originator.

ProSoft Technology strives to communicate product lifecycle changes to provide our customers ample opportunity to plan migration.

We understand how critical it is for you to understand this life cycle to leverage your investment. As our products age, we communicate lifecycle changes as early as possible and provide possible options to help extend the life of your system if possible.

We understand the commitment you have made to ProSoft Technology's products, and we hope that this letter communicates our commitment to supporting all our customers. We welcome the opportunity to work with you in solving all current and future communication needs.

Regards,

Dennis Gonzalez
Dennis Gonzalez
Product Management