

Support Status

The table below provides a summary of the support status for SQL Diagnostic Manager. Please contact IDERA Customer Support for further information.

Version	Full Support	Limited Support	End of Life	Release	Limited Support	EOL Date
10.2	✓			June, 2017		
10.1	✓			October, 2016		
10.0	✓			December, 2015		
9.1	✓			May, 2015		
9.0	✓			February, 2015		
8.6	✓			October, 2014	12/31/2017	6/6/2018
8.5	✓			August, 2014	12/31/2017	6/6/2018
8.0	✓			October, 2013	12/31/2017	6/6/2018
7.5			✓	October, 2012	6/1/2016	12/30/2016
7.2			✓	March, 2012	6/1/2016	12/30/2016
7.1			✓	January, 2012	6/1/2016	12/30/2016
7.0			✓	October, 2011	6/1/2016	12/30/2016
6.6			✓	February, 2011	6/1/2016	12/30/2016
6.5			✓	November, 2010	6/1/2016	12/30/2016
6.2			✓	August, 2010		
6.1			✓	December, 2009		
6.0			✓	May, 2009		
5.7			✓	January, 2009		
5.6			✓	November, 2008		
5.5			✓	May, 2008		
5.0			✓	September, 2007		
Pre-5.0			✓			

Definitions

- Full Support.** Includes access to IDERA's SQLDM customer support website with online resources such as an extensive knowledge-base, product documentation, technical support via phone and online case tracking, software downloads, end of life, and product alerts. Service Packs, patches, and hotfixes are delivered for each fully supported version of software. Licensee may have to upgrade to the latest generally available release in order to receive the above resolution mechanisms. Please note, the forgoing is a general representation of IDERA's support terms and is to be used only for informational purposes.
- Limited Support.** Includes access to IDERA's SQLDM customer support website with online resources such as an extensive knowledge-base, product documentation, technical support via phone and online case tracking, software downloads, end of life, product alerts, and access to **existing** product Service Packs, patches and hotfixes. No new Service Packs, patches, or hotfixes will be provided for versions that are listed under Limited Support. Licensees who have paid all applicable Support and Maintenance fees are eligible for upgrading to the latest release. Please note, the forgoing is a general representation of IDERA's support terms and is to be used only for informational purposes.
- End of Life.** The process of retiring a product release. A product will reach its end of life either by subsequent newer release (obsolescence) or IDERA Product Management has decided to discontinue a product and no later version with the same functionality is commercially available from IDERA. Access to the latest release is provided to a Licensee with a current Support and Maintenance contract, but no support is provided for End of Life products.

SQL **Diagnostic Manager** identifies and resolves SQL Server performance problems before they happen. [Learn more >>](#)

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