



Newsletter

Date:- 03rd March 2023

End of Life Policy

KeyShot versions 2-7 will reach end of life on April 30, 2023, at which point **product downloads will be removed, license servers will be unavailable, and technical assistance will no longer be provided.**

What does end of life mean?

As of April 30, 2023, computers running KeyShot versions 2, 3, 4, 5, 6, or 7 will still function, but Luxion will no longer provide technical support for any issue. License servers will be unavailable, which means customer licenses will cannot be reactivated.

If a customer is using one of these versions, will KeyShot stop working?

No. Support is discontinued, but the software will continue to function. However, after April 30, 2023, customers will no longer be able to:

- Reactivate the license should they need to
- Download the product or plugins from the KeyShot website
- Access the manual from the KeyShot website
- Receive technical support for any issues

If I'm using one of these versions, what options do I have to continue to stay supported?

We recommend upgrading to keyshot 2023. To discuss upgrade paths, please contact your customer success Manager at csm@luxion.com or account manager at kanika@mavericsolution.com

Are there free options for upgrading to keyShot 2023?

We do not currently offer free upgrade paths to KeyShot 2023, but we do have upgrade pricing available.

If you are interested in learning more, please contact the KeyShot Customer Success Team at csm@luxion.com or the account manager at kanika@mavericsolution.com

For more information, [click here for the End of Life \(EOL\) Policy details](#) & [click here for our Product Lifecycle Roadmap](#).