



Friday, November 30, 2018

**End of Support—DS-Matrix® v. 1.24 software for use with DYNEX DS2® system**

Dear DS2 Customer,

At DYNEX®, we strive to provide exceptional customer support for our products and services. We have released several software upgrades in the past to improve usability, add new features, and resolve technical concerns brought to our attention by customers such as yourselves.

Every DYNEX software product has a lifecycle. The lifecycle begins when a product is released and ends when it is no longer supported. This communication is to keep you informed about the upcoming end of support for DS-MATRIX version 1.24 and earlier versions, to help you make informed decisions about when to update, plan your upgrade, and decide which version is best suited for your laboratory.

**Starting February 1, 2020 DS-Matrix v. 1.24 and earlier versions will no longer be supported.** This includes support for DS-Matrix software with operating systems:

- Windows 95
- Windows 98
- Windows ME
- Windows NT
- Windows 2000
- Windows Vista

You may continue to use your DS2 system with DS-Matrix version 1.24 after this date for the assays you have validated, your results will not be affected. However, if you need service after this date a new software version will need to be installed. Dynex will not be able to restore your system to the state it was prior to servicing; loss of results data, configurations, and quality control data may follow.

We understand that you operate in a highly regulated and quality environment and you need to plan your transition accordingly. Table 1 lists the software that will continue to be supported in conjunction with the LIS LINK software versions. Please keep this date in mind, **February 1, 2020**, while making your upgrade decision.

*Table 1: Supported DS-Matrix Software*

Operating System	1.31	1.32	1.34	1.34.1	1.34.3	1.34.4	1.34.5	1.35	1.40
Windows XP	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A
Windows 7 (32/64 BIT)	Y	Y	Y	Y	Y	Y	Y	Y	Y
Windows 8 (32 BIT)	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Windows 10	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y
LIS Link	1.31	1.32	1.34	1.34.1	1.34.2	1.34.4	1.34.5	1.35	1.40
LIS LINK 2.03	N/A	N/A	N/A	N/A	Y	Y	Y	Y	N/A
LIS LINK 2.40	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y



For more information about this communication or end of life support for this and other DYNEX products, contact us at [techservice@dynex.com](mailto:techservice@dynex.com) or call us toll free at 800.288.2354.