

# Knowlix Product Line and Get-Answers versions 2.x and older

November 2003

To give our customers the most effective support and maintenance, Peregrine provides notice when it is necessary to end support for legacy product versions. It's our intent to advise customers well in advance to best enable planning for support needs and upgrades to new versions.

Please see the table below for the End-of-Services dates for the entire Knowlix product line and Get-Answers versions 2.x and older. We strongly recommend that customers upgrade to Get-Answers prior to the end-of-service date. A migration utility known as KBMigrate is now Generally Available to aid in the migration from Knowlix and Get-Answers versions 2.x and older to Get-Answers 4.1. Information is available on line to assist you in the migration process. Please see the links listed below for more information.

Customers who are currently using Knowlix or the versions of Get-Answers noted below are encouraged to contact their Account Executive to engage in the license migration process. Peregrine also provides other resources supporting upgrades, including training courses and professional services assistance.

If we can provide any additional information on the planned end-of-service date or upgrade services for any of the Knowlix products of Get-Answers versions 2.x and older, please contact product support at [support@peregrine.com](mailto:support@peregrine.com).

Thank you.

Product	General Availability Date	End of Service	Recommended Upgrade	Additional Details
KnowlixAuthor - All versions	March 2000	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Utilize KBMigrate to aid in the migration
KnowlixBuilder - All versions	March 2000	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Utilize KBMigrate to aid in the migration

KnowlixFrontline - All versions	March 2000	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Utilize KBMigrate to aid in the migration
Knowlix for ServiceCenter - All versions	March 2000, August 2001	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Utilize KBMigrate to aid in the migration
Knowlix for IT - All versions	December 2001	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Utilize KBMigrate to aid in the migration
KnowlixWeb - All versions	March 2000	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance.
IKnow Series - All versions	Prior to March 2000	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Migrate to Get-Answers 4.1
Get-Answers 1.x and 2.x	Available through March 2002	December 31, 2004	Get-Answers 4.1	Must be current on Maintenance. Migrate to Get-Answers 4.1

### ***Glossary of terms:***

**General Availability:** the first date the specified version of the product is available for production use by customers.

**Recommended Upgrade:** product and version to which we strongly recommend customers upgrade

**Additional Details:** this may include the recommended version to which users should upgrade to, or recommended product to which users should migrate to based on the End of Service date.

**Release Labeling Example:** ServiceCenter 5.0.3.2 indicates version 5.0, maintenance pack 3, patch 2.

## Additional Links

- [Get-Answers 4.1 and Knowlix Migration Webcast Replay](#)
- [How to Order KBMigrate \(15KB\)](#)
- [Get-Answers GAP and Benefit Analysis \(275KB\)](#)
- [Knowlix to Get-Answers Migration Checklist \(59KB\)](#)
- [KBMigrate Guide for Get-Answers 4.1](#)
- [KBMigrate for Get-Answers 4.1: Helpful Tips to Prepare for and Speed Up Migration](#)

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