



Technical Note – PKWARE Service Support schedule for IBM i products

Date issued:	09-2020	Advisory sent to:	PKWARE Technical Support, Sales Engineers;
Effective date:	Immediately	Products affected:	<ul style="list-style-type: none">• Smartcrypt/PKZIP/SecureZIP Products for i5OS
Technical Support Ticket ID:	N/A	Location of completed fix:	N/A
Severity	Informational		

PKWARE is committed to providing customers with high quality technically advanced products. Each product release and support level set receives extensive quality assurance review, including specific compatibility tests with the range of IBM i operating system versions and hardware models the release or level set is designed to support.

The purpose of this message is to communicate the PKWARE Service Schedule which indicates which product versions are supported on the various IBM i operating system versions and IBM hardware models.

It is generally accepted in the industry that no product can support all subsequent operating system versions and hardware models in perpetuity. The schedule maintains a direct line of sight from the IBM published OS and hardware service schedule, their end dates for support of given versions and models, and the anticipated useful life of the PKWARE product versions.

The PKWARE Service Schedule provides the following benefits to our customers:

- No arbitrary date for end of support; PKWARE products continue to be supported in the environments for which they were designed
- Support for specific IBM i releases allows for advance planning and synchronization with new IBM i Operating System release and hardware deployments
- An informational message (AQZ9207) alerts you to the fact that you are using the product in an environment for which it wasn't designed
- Maximum value for your maintenance dollars by taking advantage of new releases to offer continuous product improvement and support for new technologies

Version	PKZIP/SecureZIP for i5/OS 14	PKZIP/Smartcrypt for i5/OS 16	PKZIP/Smartcrypt for i5/OS 16.1
Supported OS	7.1*, 7.2*, 7.3	7.1*, 7.2*, 7.3, 7.4	7.1*, 7.2*, 7.3, 7.4!
Available	2012/07	2016/05	2018/12
Hardware	Power7, Power8, Power9+	Power7, Power8, Power9+	Power7, Power8, Power9+

*7.2 support and extended 7.1 support ends 4/30/2021

! 16.1b or higher

+ Power9 requires 7.2 or higher

If you see message AQZ9207, please contact your PKWARE Solutions Engineer or representative to obtain the appropriate version upgrade and support for installing it.

We appreciate your continued support of PKWARE and its Smartcrypt, PKZIP and SecureZIP products for IBM i.

Contact PKWARE:

The information documented in this notification is based on interoperability testing performed by PKWARE, using PKWARE products. For questions or additional information regarding this issue please contact PKWARE Product Support by phone +1.937.847.2687 or on the web at <http://www.pkware.com/support/>, for more information.