

# FileWave Official Version Support Statement

What 

FileWave supports the two latest major versions at any time. For example, if the current version is 15.5.x, we support versions 15.5.x and 15.4.x. Major releases occur roughly every quarter.

## What does “officially support” mean?

We will investigate and patch significant issues in these versions. We do not produce patches for versions older than N-1, focusing instead on current versions and future improvements. If an issue is found in an older version, remediation will be in the form of an upgrade or a patch to a more recent version.

You can still contact our support teams about earlier versions. They will assist you to the best of their ability but won’t escalate tickets to our development teams. Upgrading is recommended to access the latest features and bug fixes.

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