

# FileWave Official Version Support Statement

## What

FileWave development teams officially support two major versions at any time, N and N-1. For example, If we assume that the most recent version of FileWave is 15.1.x, then we will officially support versions 15.1.x and 15.0.x. Releases for major versions of FileWave occur roughly every quarter.

## When/Why

What does "officially support" mean? Officially supporting these versions means that we will investigate bug reports in these versions and patch issues that are significant in nature. We will not produce patches for earlier versions than N-1, as this means allocating development resources to problems that are already potentially resolved instead of investing those resources into furthering the product. In short, if an issue is found in a version earlier than the officially supported versions, then remediation for the issue will be in the form of an application upgrade, or a patch to that more recent version.

This does not mean that you can't contact our support teams about an earlier version. They will, to the best of their ability, help you with older versions of the software but they will stop short of escalating tickets to our development teams and will likely recommend an upgrade so that you are getting the latest features and bug fixes.

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🕒Revision #2

★Created 9 June 2023 17:40:55 by Josh Levitsky

✎Updated 11 April 2024 16:30:35 by Josh Levitsky