

Determination Original – Revised Support Timelines

Summary

The ONESOURCE Indirect Tax Product Support Lifecycle provides predictable guidelines throughout the life of our products that enable you to effectively manage your software investment while strategically planning for the future.

Our goal is to minimize the number of previous and unsupported versions such that we can provide maximum support through features and content updates in the latest version to our customers.

Please review the below revisions to our support timelines for ONESOURCE Determination Original, ONESOURCE Reporting Original, ONESOURCE Certificate Manager Original, and all related APIs and Integrations.

Mainstream and Extended Support timelines - Revised

Determination Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
5.11.x.x	October 2018	October 31, 2023	October 31, 2024
5.12.x.x	July 2019	October 31, 2023	October 31, 2024
5.13.x.x	February 2021	June 30, 2025	June 30, 2026

Certificate Manager Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
2.1.1.3	April 2019	April 2021	April 2023
2.1.1.4	June 2020	June 2022	June 2024
2.1.1.5	July 2020	July 2022	July 2024
2.1.1.6	August 2020	August 2022	August 2024
2.2.x.x	December 2021	June 2025	June 2026

Reporting Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
6.7.x.x	September 2020	September 2021	September 2023
6.8.x.x	October 2020	June 2025	June 2026

Interface Name	Release Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
CompanyService	2011-09-01	June 2012	June 2025	June 2026
CustomerManagementPortType	2011-05-27	May 2011	June 2025	June 2026
EstablishmentService	2011-09-01	June 2012	June 2025	June 2026
ExemptionCertificatePortType	2011-05-27	May 2011	June 2025	June 2026
ExemptionCertificateService	2011-09-01	June 2012	June 2025	June 2026
ProductMappingServicePortType	2015-11-20	November 2015	June 2025	June 2026
ProductMappingService	2011-09-01	June 2012	June 2025	June 2026
SimpleTaxService	2009-12-20	July 2010	June 2025	June 2026
TaxCalculationService	2011-09-01	January 2012	June 2025	June 2026
TaxCodeQualifierService	2013-08-30	April 2014	June 2025	June 2026
TaxRateService	2014-06-30	September 2014	June 2025	June 2026
UserService	2011-09-01	June 2012	June 2025	June 2026
ZoneLookupService	2011-09-01	January 2012	June 2025	June 2026
XmlInvoice	G-XML	September 2006	June 2025	June 2026
AddressValidation	G-XML	September 2006	June 2025	June 2026

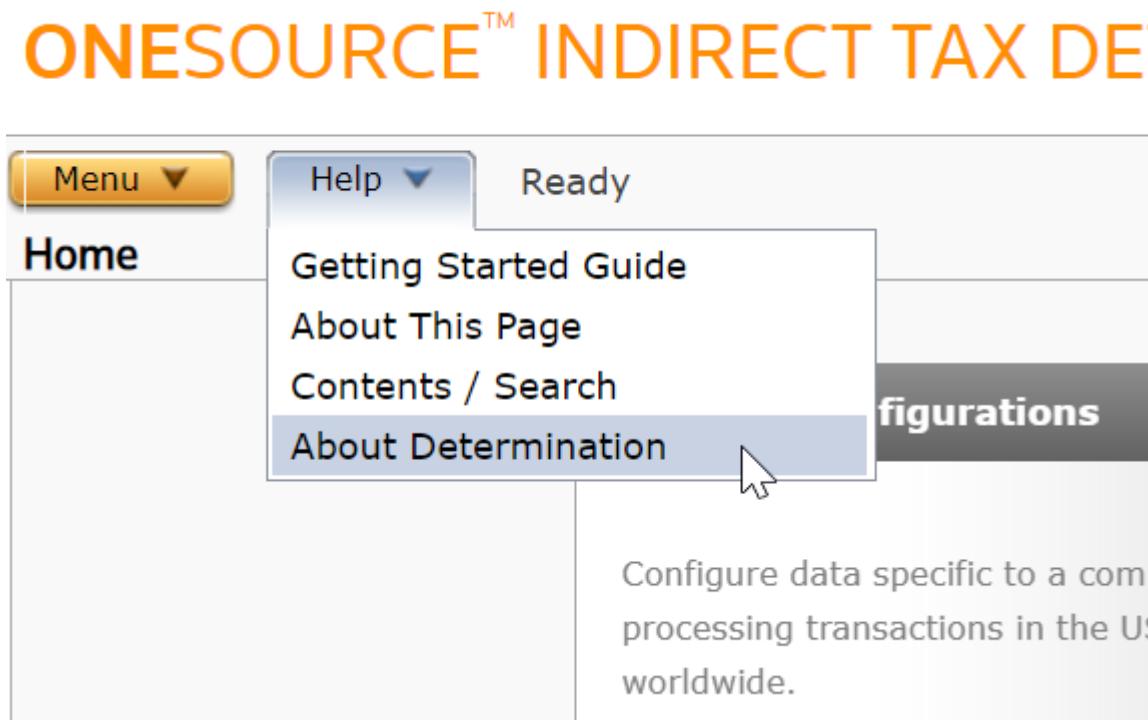
Integrations

Several Integrations are installed OnPremise (inside the customer system infrastructure) and they support connectivity for both ONESOURCE Determination Original and Enterprise Cloud. Integrations have their own support timeline but the compatibility support with the ONESOURCE Original will be aligned with the support timelines above of Determination Original, CM, Reporting.

To find more information about the dates, please review the **Other Related Resources** section of this document.

To determine the Version of Determination and Content:

1. Navigate to the Help Tab on the top left corner and select “About Determination” from the Dropdown menu



2. A new window will open. Refer to System Version to find the Determination Version, and the Model Version, to find the Content Version.

The screenshot shows the 'About Determination' window. At the top, it displays the system and model versions: 'System Version: 5.13.10.0' and 'Model Version: G.2.1'. Below this, there is a table titled 'Tax Data Providers' with two entries: 'Sabrix INTL Tax Data' (Type: INTL, Version: 2022.11.2.G, Comment: Sabrix Nov 2022.2) and 'Sabrix US Tax Data' (Type: US, Version: 2022.11.1.G, Comment: Sabrix Nov 2022.1). At the bottom of the window, there is a message: 'To contact Customer Support, please visit our [Customer Support](#) web site.' and a 'Create Troubleshooter File' button. A note at the bottom states: 'Portions of this software contain libraries licensed from third parties as listed in the Installation Guide.'

To obtain these libraries, request them using the Software Support Network.

FAQs are classified into 4 Sections:

- A. Mainstream vs Extended Support
- B. Upgrades and License Renewals
- C. Future of Original Determination
- D. Impact on Hosted Customers

A. ***Mainstream Vs Extended Support***

i. **What is included in Mainstream Support?**

When a version is within mainstream support, we will release new features, new content and regulatory updates, security vulnerabilities and any bugs that come up. During this time, you can expect to receive support, maintenance, and access to new versions of our applications and content. The following are included in Mainstream support:

- Priority level 1-4 tickets assistance and 24/7 Assistance on P1 service requests
- Enhancement requests and code patches
- Installation assistance, upgrade requests and technical support
- Content Updates and Certification with new Platforms
- Thomson Reuters test environment, environment changes and performance assessments

Please review the [Product Support Overview](#) to learn more details about Mainstream and Extended Support.

ii. **What is included in Extended Support?**

When a Determination version is within the extended support timeline (post mainstream support), we will provide content updates, technical assistance, priority level 1-4 tickets assistance, access to knowledge base, and product notifications. During this time, the following are **NOT** included:

- Program updates, scheduled maintenance releases, or functionality releases including legal changes imposed by taxing authorities.
- Security vulnerabilities
- Test environments, installation assistance, code patches
- 24/7 Assistance P1 service requests

Please review the [Product Support Overview](#) to learn more details about Mainstream and Extended Support.

iii. **What if I come across a bug in a version after Mainstream Support has ended?**

A patch will not be provided for a version once Mainstream support has expired. At this time, we advise customers to upgrade to the Enterprise Cloud solution, or to upgrade to an on-premises version that is within Mainstream Support. Please refer to questions 1 and 2 for more details.

iv. **Why is Extended Support for 5.11 and 5.12 ending less than 24 months after Mainstream Support expires?**

The standard practice at Thomson Reuters is that Mainstream Support expires 24 months after the release date, and Extended support expires 48 months after the release date. Due to previous extensions, both The Mainstream and Extended Support for 5.11 and 5.12 are going to expire more than 48 months after their original release dates.

B. *Upgrades and License Renewals*

i. *I am on version 5.12.x.x (or below). By when should I upgrade to 5.13?*

Customers on 5.12, 5.11, 5.10, 5.9, 5.8 and so on, will only be able to upgrade to the latest version (5.13.x.x) or to the Enterprise Cloud solution. We will no longer support a major Upgrade to 5.12.x.x and below. However, for customers that are already on 5.11 or 5.12, you may upgrade to a later patch or maintenance version of 5.11 or 5.12 if Thomson Reuters releases a new version but within the Mainstream Support time frame.

i. *Can I still download a Determination version after its extended support has expired?*

Customers will not be able to download an unsupported version from the Blue Customer Center.

ii. *Will I get content and regulatory updates after extended support ends?*

No. Customers will no longer be able to receive the latest content updates once the extended support has expired. At this point, we advise customers to upgrade to the Enterprise Cloud solution, or to upgrade to an on-premise version that is within Mainstream Support. Please refer to questions 1 and 2 in section A for more details.

iii. *My contract ends soon and I'm up for a renewal. What should I do?*

Our recommendation is to upgrade to the latest version of ONESOURCE Determination Original (5.13.x.x) or consider the enterprise Cloud solution.

iv. *What is the support timeline for Integrations?*

Several Integrations are installed On Premise (inside the customer system infrastructure) and they support connectivity for both ONESOURCE Determination Original and Enterprise Cloud. Integrations have their own support timeline but the compatibility support with the ONESOURCE Original will be aligned with the support timelines of Determination Original, CM, Reporting.

C. *Future of Original Determination*

i. *When are you releasing version 5.14?*

Thomson Reuters will send an official announcement if and when we plan to release version 5.14.

ii. **Are you ending life of ONESOURCE Determination Original on June 2026?**

Thomson Reuters continuously invests in the advancement of our solutions to best meet the needs of our customers. The Enterprise Cloud solution helps our customers minimize cost in IT support staff, capital investments in software and hardware, faster support for disaster recovery and business continuance and eliminates headaches relating to system maintenance, upgrades and patches. As such, the strategic direction for Thomson Reuters is our Enterprise Cloud solution and we are continuously evaluating the best timeline to end life of our Original Determination solution.

Thomson Reuters will send out an official communication to all our customer when we finalize an end of life date for our Original Applications.

D. ***Impact on Hosted customers***

i. **What is the impact on hosted (shared and dedicated) customers?**

After the end of Mainstream support of versions 5.11 and 5.12, there will be no more upgrades to 5.11 and 5.12. All major customer upgrades will be on to version 5.13, and within that version line only.

ii. **What is the impact on the upgrades as a result of Eagan DC exit and migration to Shakopee DC?**

Migration to Shakopee DC is for hosted customers as above, and that will continue as planned regardless of the above revised support timelines. Customers on version 5.12.x.x and below will be upgraded to 5.13.x.x as a part of this migration.

Other related resources:

[Certificate Manager Product Support Lifecycle](#)

[Data File Integrator Product Support Lifecycle](#)

[Determination Product Support Lifecycle](#)

[Integration for Microsoft Dynamics AX Product Support Lifecycle](#)

[Integration for Microsoft Dynamics GP Product Support Lifecycle](#)

[Integration for Microsoft Dynamics 365 for Operations Product Support Lifecycle](#)

[Integration for NetSuite Product Support Lifecycle](#)

[Integration for Oracle 12 Product Support Lifecycle](#)

[Integration for SAP Product Support Lifecycle](#)

[Reporting Product Support Lifecycle](#)

[Tax for SAP Ariba Solutions Product Support Lifecycle](#)