

Information on the end of support of InLoox 9

As of August 1, 2019, InLoox will discontinue support for version 9.

This means that no more updates will be released for all InLoox PM 9.x versions.

What are the implications of the end of support for InLoox 9?

For example, if Microsoft releases a new update for Outlook, technical problems may occur. The compatibility of the current Outlook version with an outdated InLoox version is no longer guaranteed.

In such cases, InLoox will not provide any updates for solving these problems for InLoox 9 as of August 1, 2019.

What about performance problems?

Again, compatibility problems with a current operating system, Microsoft Outlook, or a connected third party-system and an outdated InLoox version are most likely causing these problems.

In such cases, InLoox will not provide any updates for solving these problems for InLoox 9 as of August 1, 2019.

Is InLoox Web App also affected by this?

Only InLoox PM Web App is affected.

Here, too, it is possible that updates to browsers such as Chrome, Firefox, Edge, Explorer or Safari may affect the performance of InLoox PM Web App as well as causing technical problems.

In such cases, InLoox will not provide any updates for solving these problems for InLoox 9 as of August 1, 2019.

Is InLoox now! also affected by this?

No, the cloud solution InLoox now! is automatically updated, which means that your InLoox now! account is already upgraded to version 10.

Can I still contact the InLoox support?

Of course. And if your problem in InLoox 9 is not of a technical nature, our support team will certainly find a solution.

How can I ensure that my InLoox will continue to work after August 1, 2019?

You can upgrade to the current InLoox version 10.x. To do this, please contact your InLoox contact person.

If you have any further questions about the end of support for InLoox 9, we will be happy to help you!

[Contact InLoox](#)