

REALNETWORKS END-OF-LIFE (EOL) POLICY STATEMENT

RealNetworks is committed to providing high quality, supportable solutions to our customers.

The development of new and exciting product features influence the level, timing and character of demand for particular products. These factors and other ongoing core technical requirements drive the need to introduce new products and integrations on a regular basis, as well as to End of Life older software versions and other products in a methodical manner.

Products currently covered by Support

Product Name	Version	Supported OS's
Helix Server (Standard, Universal, Professional) and Helix Proxy	15.2	<ul style="list-style-type: none">• Microsoft® Windows Server 2008 R2 64-bit• Microsoft® Windows Server 2012 64-bit• Red Hat® Enterprise Linux® Server v6 64-bit• Oracle® Linux v6 64-bit• CentOS 6 64-bit
Helix Producer (Standard, Professional, Mobile) / RealProducer	14.1	<ul style="list-style-type: none">• Windows 2008 R2 and Windows 7
RealPlayer Enterprise Manager	2.x	<ul style="list-style-type: none">• Windows XP, Vista, 7

All previous versions of Helix software are no longer supported. Contact helixsupport@realnetworks.com for assistance on how to upgrade to the supported version.