



Progress DataDirect End-of-Life Products

Frequently Asked Questions

July 26, 2024

The Progress team periodically reviews the needs of our customers to identify new and changing priorities. As part of this, Progress is officially announcing today the End of Life (EOL) for the following products effective on November 30, 2024:

- Progress DataDirect for JDBC for Jira
- Progress DataDirect for JDBC for Aha!
- Progress DataDirect for JDBC for TeamCity
- Progress DataDirect for JDBC for GitHub
- Progress DataDirect for JDBC for HubSpot
- Progress DataDirect for ODBC for Aha!
- Progress DataDirect for ODBC for TeamCity
- Progress DataDirect for ODBC for GitHub
- Progress DataDirect for ODBC for HubSpot

Sunset Phase: July 26, 2024 – October 31, 2024

Alternative Solution: Progress DataDirect for JDBC/ODBC for Autonomous REST Connector

It is important to us that you receive the service and support needed to be successful. To help guide you through the transition and better understand the impact on your business, we are sharing the following answers to some frequently asked questions (FAQ).

If you have additional questions or concerns, contact [Technical Support](#).

What is the migration path for these products?

Each of the listed EOL products can be migrated to Progress DataDirect for ODBC, respectively JDBC, for Autonomous REST Connector.

Current customers with subscriptions or active contracts for maintenance and support who are migrating from one or more of the EOL products to Progress DataDirect Autonomous REST Connector will receive it as a replacement, without additional fees, for the remaining active period. These customers should contact [Progress Technical Support](#) for further assistance with submitting an order for the new connectors or receiving new license keys.

Existing customers with perpetual licenses can also continue using the product(s) indefinitely on an “as is” basis. “As is” means they will no longer receive future product enhancements or technical support once their maintenance period ends.

Please contact Technical Support to learn more.

What happens over the next twelve months?

Effective July 26, 2024, the latest version of each of the products entered the sunset phase, and all previous releases entered the retirement phase. Refer to section 2.4.4 of the [Progress DataDirect Life Cycle Guide](#) to learn more about the Tool Life Cycle Phases.

What happens at the End of Life on November 30, 2024?

Progress products that have entered End of Life status will no longer be updated.

What about renewals of subscription licenses?

Once an active subscription license expires, customers will be able to purchase a new one for Progress DataDirect for JDBC/ODBC for Autonomous REST Connector.

How will we receive Technical Support for a perpetual license?

Technical support will not be available after your maintenance and support agreement expires. You can continue to use the product on an “as-is” basis without receiving support or product enhancements. We will provide best-effort support for customers with active maintenance contracts. Knowledge Base articles and documentation will remain accessible as resources. If you find a product issue, we will try our best to provide you with a workaround.

Will there be any reconciliation based on the remaining term contract period?

Please contact your [Account Manager](#) to discuss your specific contract terms and conditions and the provision for reconciliation.

Who do I reach out to for assistance or with additional questions?

We have prepared this FAQ to hopefully address all your questions. If you have additional questions, please contact [Progress Technical Support](#), or refer to the [Progress DataDirect Life Cycle Guide](#).