February 4th, 2023

KAYE

SUBSIDIARY OF AMPHENOL

Notice of discontinuation – LabWatch Pro – using iFix 5.9 and Webspace 6.0 components

Dear Customer,

For the last thirteen (13) years, Kaye has used the GE iFix product as part of the LabWatch Pro monitoring system, but as from October 2023, GE will discontinue patches or service improvements for iFix version 5.9 and lower. GE and Kaye will continue to support the installations of LabWatch Pro (5.9), on Microsoft server 2016 until 2027, but cannot guarantee that any Microsoft patches applied after October 2023, will affect the accessibility of the product using the Webspace product.

Model numbers that are affected:

LabWatch Pro – using GE iFix 5.9 (or earlier)
LabWatch Pro – using GE Webspace 6.0 (or earlier)

SOFTWARE SERVICE

LabWatch Pro will continue to be supported until October 2023, with appropriate GE Sim patches (iFix/Webspace). After October 2023, Kaye will continue to service LabWatch Pro, to the extent that any subsequent Microsoft patches do not interfere with the GE installed components.

REPLACEMENT SOFTWARE LABWATCH IOT

Kaye have released LabWatch IoT in 2019 which supersedes LabWatch Pro as the next generation of monitoring. LabWatch IoT is a Cloud based monitoring application that is backwards compatible with both the hardware used by LabWatch Pro and the Historical data that has been collected by LabWatch Pro. See www.kayeinstruments.com/en/environmental-monitoring/software-services/kaye-labwatch-iot for more details.

Please contact your account manager for more information.

Yours sincerely,

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