

Parador CMS Discontinuation Policy

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In an ongoing effort to provide reliable high-quality products and services, Parador Interactive Inc. periodically retires (also known as "sunset" or "discontinues") older versions of Content Management System (CMS), thereby discontinuing online services & live technical phone and email support for these versions.

Under this policy the most current version of Parador CMS (currently Version 4.2.13), plus the prior two versions, will be supported, subject to certain exceptions. Generally we will support CMS versions for approximately two years after its general release date.

Sunsetting older versions of CMS allows us to focus resources on enhancing our products and providing support for more current versions, which are used by the vast majority of Parador customers.

When a CMS version is scheduled to be sunset, Parador will provide affected customers with advance notice, generally by means of this Web site, email and/or phone call. We update this Web site periodically, so please visit us again for more information as it becomes available.

Information for CMS versions 2.3.11 to 3.1.3 customers

As of Jan 01, 2016 in accordance with the Parador sunset policy, updates to online services and live technical support will no longer be available for Parador CMS 2.3.10 and earlier users. To avoid a service interruption, you are urged to upgrade to a recent Parador CMS before Mar 31, 2016. To place your order and/or if you need assistance ordering or upgrading our customer care team is standing by to assist you.

More information about contacting customer care, please login into your current CMS website and click on the "Need Support?" link in your Admin controls (upper right header area). Alternatively, you may contact our Monitored Support Dept via email or 416-PARADOR (727-2367), Option #2.

Terms, conditions, features, service options and pricing for support and optional services subject to change.