

Legacy Devices EOL Support Extension

Products:	Topaz XL 410, Ruby2, RubyCI, and Ruby2 iOrder
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Overview

Verifone is extending support for the Topaz 410, Ruby2, RubyCI, and Ruby2 iOrder. This bulletin serves to update 0523_001 EOL Notification Topaz XL 410 Ruby2 RubyCI, released in May of 2023.

Details

On May 5, 2023, Verifone released 0523_001 EOL Notification Topaz XL 410 Ruby2 RubyCI, which stated, “Verifone will no longer make new features available in software intended to run on [Topaz XL 410, Ruby2, RubyCI, and Ruby2 iOrder] after the release of the Commander Base 55.00 site controller software, which is currently scheduled for December 2023, though Verifone may change the release date in its discretion.”

Verifone has extended support of these legacy devices to include all Commander application base 55 software releases (i.e., 55.01, 55.02, etc.). Starting with **Commander Base 56.00** site controller software, which is currently scheduled for release in **December 2024**, Verifone will no longer make new features available in software intended to run on the above devices. When base 56.00 is released, Verifone will continue to provide you with any software support you have contracted concerning discontinued devices, including error correction for severity 1 issues and compliance updates (if included in your contracted software support package).

For any questions regarding support of these legacy devices, please contact the Verifone Helpdesk by calling 1 (888) 777-3536 or using the Chat or Email features on the support portal.

Note:

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If you have any questions concerning this bulletin, please contact the Verifone Technical Services Support Center at: 1-888-777-3536.