

## GEMINI DATA MASTER SERVICES AGREEMENT

THE MASTER SERVICES AGREEMENT APPLY TO ALL SERVICES PROVIDED BY GEMINI DATA, INC. TO CLIENT PURSUANT TO THE PROPOSAL TO WHICH THEY ARE REFERENCED. GEMINI DATA, INC.'S ACCEPTANCE OF ANY CLIENT PURCHASE ORDER IS EXPRESSLY CONDITIONED ON CLIENT'S ASSENT TO THESE TERMS & CONDITIONS. NO TERMS OR CONDITIONS SET FORTH IN CLIENT'S PURCHASE ORDER OR IN ANY FUTURE CORRESPONDENCE BETWEEN CLIENT AND GEMINI DATA, INC. (IN EACH CASE, TO WHICH NOTICE OF OBJECTION IS HEREBY GIVEN) WILL ALTER OR SUPPLEMENT THESE TERMS AND CONDITIONS UNLESS BOTH PARTIES HAVE AGREED IN WRITING TO MODIFY THESE TERMS AND CONDITIONS. GEMINI DATA, INC.'S COMMENCEMENT OF PERFORMANCE WILL NOT BE DEEMED OR CONSTRUED AS ACCEPTANCE OF CLIENT'S ADDITIONAL OR DIFFERENT TERMS AND CONDITIONS.

NOW, THEREFORE, in consideration of the mutual promises set forth herein, and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. **DEFINITIONS.** Capitalized terms not otherwise defined in this Agreement, shall have the meanings set forth below.

1.1 **"CLIENT Subsidiaries"** means any companies of the CLIENT in which CLIENT holds directly or indirectly 50% or more of the share capital or the voting rights or which are otherwise controlled by CLIENT.

1.2 **"Intellectual Property Rights"** means all rights worldwide arising under or associated with: (i) patents and patent applications, and similar or equivalent rights in inventions; (ii) copyrights, moral rights, and any other rights of authors or in works of authorship; (iii) trademarks, trade names, service marks, and trade dress; (iv) trade secrets; (v) applications for, registrations of, and divisions, continuations, reissuances, renewals, extensions, restorations and revisions of the foregoing (as applicable); (vi) and all other similar or equivalent intellectual property or proprietary rights recognized in any country or jurisdiction in the world.

1.3 **"Hardware"** means the hardware purchased by CLIENT from Gemini Data and embedded with the Software.

1.4 **"Products"** means the Hardware embedded with the Software and all related documentation.

1.5 **"Software"** any software that comprises or is embedded in the Hardware.

## 2. **LICENSE OF SOFTWARE**

2.1 **LICENSE GRANT.** Subject to the terms of this Agreement, Gemini Data hereby grants to CLIENT a limited, personal, nontransferable, nonsublicensable, nonexclusive license to use the Software in object code form solely as such Software is embedded in the Hardware purchased hereunder. Gemini Data acknowledges and agrees that the Software may also be used by the CLIENT Subsidiaries.

**2.2 LICENSE RESTRICTIONS.** CLIENT may not, directly or indirectly: (a) modify, translate, reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code or the underlying ideas or algorithms of the Software, except to the extent applicable statutory law expressly prohibits such restrictions; (b) create derivative works based on the Software; (c) use the Software for performing comparisons or other "benchmarking" activities; (d) copy, rent, lease, distribute, or otherwise transfer rights to the Software; or (e) remove any proprietary notices or labels on the Software.

**2.3 TITLE.** As between the parties, Gemini Data and its licensors retain all right, title, and interest, including, without limitation, all Intellectual Property Rights to the Products. CLIENT understands that Gemini Data may modify or discontinue offering the Software at any time. The Software is protected by the copyright laws of the United States and international copyright treaties. This Agreement does not give CLIENT any rights not expressly granted herein. This Agreement does not constitute a sale of the Software or any portion or copy of it.

2.4 **BANKRUPTCY.** All rights and licenses granted under or pursuant to this Agreement by Gemini Data to CLIENT are, and shall otherwise be deemed to be, for purposes of Section 365(n) of Title 11, United States Code (“**Bankruptcy Code**”), licenses of rights to “intellectual property” as defined under Section 101(56) of the Bankruptcy Code. The Parties agree that CLIENT, as a licensee of such rights under this Agreement, shall retain and may fully exercise all of its rights and elections under the Bankruptcy Code. The Parties further agree that, in the event of the commencement of a bankruptcy proceeding by or against Gemini Data under the Bankruptcy Code, CLIENT shall be entitled to a complete duplicate of (or complete access to, as appropriate) any such intellectual property and all embodiments of such intellectual property, including the means to establish root access and operating system control for each appliance, and same, if not already in its possession, shall be promptly delivered to CLIENT (i) upon any such commencement of a bankruptcy proceeding upon written request therefor by CLIENT, unless Gemini Data elects to continue to perform all of its obligations under this Agreement, of (ii) if not delivered under (i) above, upon the rejection of the Agreement by or on behalf of Gemini Data upon written request therefor by CLIENT.

### 3. **SUPPORT.**

3.1 Support Services. During the Term, Gemini Data will provide CLIENT with Support services for the Products as further set forth in Exhibit A.

### 4. **ORDERING**

4.1 Purchase Orders. All orders for the Products shall be placed directly with Gemini Data using a form approved by Gemini Data (a “**Purchase Order**”). Each Purchase Order must contain sales contact name, billing contact name, billing address, billing email, billing phone number, ship to address, CLIENT Name, CLIENT email and Product location(s) of CLIENT (i.e. installation address). Each Purchase Order shall be subject to Gemini Data’s written acceptance, shall be bound by the terms of this Agreement, and shall not be effective until countersigned by Gemini Data. Any terms and conditions in any Purchase Order that are inconsistent with or in addition to the terms and conditions of this Agreement are hereby rejected by Gemini Data and will be deemed null and of no effect, unless expressly agreed to in writing by Gemini Data.

4.2 Purchase Order Cancellation by Gemini Data. Gemini Data may cancel any Purchase Order accepted by Gemini Data, or refuse or delay shipment of the Products pursuant thereto if CLIENT: (i) fails to make any payment as provided in this Agreement or under the payment terms set forth in any invoice or otherwise agreed to by Gemini Data and CLIENT; or (ii) otherwise fails to comply with the terms and conditions of this Agreement. Any such cancellation, refusal or delay by Gemini Data does not constitute a breach of this Agreement by Gemini Data.

### 5. **SHIPMENT AND DELIVERY**

5.1 Shipment. Gemini Data will ship the Products directly to CLIENT as set forth in the applicable Purchase Order accepted by Gemini Data. Shipping will be organized by Gemini Data and all title (except to any Software) and risk of loss of or damage to the Products will remain with Gemini Data until delivery to the CLIENT. CLIENT may specify the carrier in the applicable Purchase Order, but if CLIENT does not specify a carrier, the Products will be shipped

via a carrier selected by Gemini Data. CLIENT shall pay all packing, shipping, freight and insurance charges and Gemini Data will invoice CLIENT therefor. Unless CLIENT provides Gemini Data with express instructions to the contrary prior to shipment, Gemini Data may make partial shipments on account of CLIENT's Purchase Orders, to be separately invoiced and paid for when due.

5.2 Delivery. Gemini Data will use its commercially reasonable efforts to meet the delivery dates specified in an accepted Purchase Order, but in no event will Gemini Data be liable for any losses, damages or penalties resulting from any delay in shipment or delivery.

## 6. **PAYMENTS**

6.1 Prices. The prices charged to CLIENT for the Products under this Agreement will be as set forth in the Purchase Order.

6.2 Payment Terms. All payments will be due 45 days from the date of Gemini Data's invoice. All payments will be made in U.S. dollars, free of any currency controls or other restrictions, by certified check or wire transfer, to the address or bank account designated by Gemini Data. All amounts not paid when due will accrue interest at the lower of 0.41% per month or the highest rate permissible by applicable law. CLIENT will promptly reimburse Gemini Data for all reasonable costs and expenses (including reasonable attorneys' fees) incurred by Gemini Data in connection with collecting any overdue amounts.

6.3 Taxes. Gemini Data's prices are exclusive of all sales, use, value-added, withholding, customs, and other taxes or duties. CLIENT shall be responsible for paying all such taxes and duties assessed in connection with this Agreement and its performance hereunder, except for taxes payable on Gemini Data's net income. CLIENT will promptly reimburse Gemini Data for any and all taxes or duties that Gemini Data may be required to pay on CLIENT's behalf in connection with this Agreement or its performance.

## 7. **CONFIDENTIALITY**

7.1 Obligations. Except as expressly allowed by this Agreement, CLIENT will not use or disclose any Software or related technology, idea, algorithm or information except to the extent CLIENT can document that it is generally available for use and disclosure by the public without any charge or license.

## 8. **WARRANTY DISCLAIMER.**

8.1 Warranty Disclaimer. EXCEPT AS MAY BE EXPRESSLY PROVIDED HEREIN, THE PRODUCTS ARE PROVIDED "AS IS", AND Gemini Data MAKES NO WARRANTIES OR REPRESENTATIONS TO CLIENT OR TO ANY OTHER PARTY REGARDING THE PRODUCTS OR ANY SERVICES PROVIDED BY Gemini Data, EXCEPT AS SET FORTH IN Gemini Data'S LIMITED WARRANTY THAT ACCOMPANIES DELIVERY OF THE PRODUCTS. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, Gemini Data DISCLAIMS ALL OTHER WARRANTIES, REPRESENTATIONS AND CONDITIONS, WHETHER EXPRESS, STATUTORY OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE.

## 9. INDEMNIFICATION

9.1 Gemini Data Indemnity. Gemini Data will defend or settle any third party action or claim brought against CLIENT, alleging that the Products, as delivered by Gemini Data under this Agreement, infringes or misappropriates any valid patent, copyright or trade secret of a third party, and Gemini Data will pay all amounts and damages agreed in settlement or awarded against CLIENT in final judgment resulting from any such claim; provided that CLIENT: (i) gives Gemini Data prompt notice of any such claim; (ii) gives Gemini Data sole control of the defense and settlement of such claim; and (iii) gives Gemini Data, at Gemini Data's expense, all information and assistance reasonably required for the defense and settlement of such claim. Gemini Data will not be bound by any settlement or compromise that CLIENT enters into without Gemini Data's express prior consent.

9.2 Indemnity Exclusions. Gemini Data will have no obligation under Section 9.1 for any claim of infringement or misappropriation to the extent based on or arising from: (i) the combination, operation or use of a Product with or in equipment, products, or processes not provided by Gemini Data; (ii) modifications to a Product not made by or for Gemini Data; (iii) failure to use an updated or modified Product made available by Gemini Data; or (iv) use of a Product other than in accordance with this Agreement.

9.3 Injunctions. If CLIENT's right to use the Product under the terms of this Agreement is, or in Gemini Data's opinion may be, enjoined, then Gemini Data may, at its sole option and expense: (i) procure for CLIENT the right to continue to use such Products under the terms of this Agreement; (ii) replace or modify such Products so that they are non-infringing; or (iii) if options (i) and (ii) above cannot be accomplished despite Gemini Data's reasonable efforts, then Gemini Data may require the return of such Products and terminate CLIENT's rights and Gemini Data's obligations hereunder with respect to such Products.

9.4 Limitation. THE FOREGOING PROVISIONS OF THIS SECTION 9 SET FORTH Gemini Data'S SOLE AND EXCLUSIVE LIABILITY AND CLIENT'S SOLE AND EXCLUSIVE REMEDY FOR ANY CLAIMS OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS OF ANY KIND.

## 10. LIMITATION OF LIABILITY

10.1 Limitation of Liability. UNDER NO LEGAL THEORY, INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE, TORT, CONTRACT, STRICT LIABILITY, OR OTHERWISE, SHALL Gemini Data BE LIABLE FOR ANY PUNITIVE DAMAGES. Gemini Data'S LIABILITY FOR DAMAGES OF ANY KIND WHATSOEVER ARISING OUT OF THIS AGREEMENT SHALL BE LIMITED TO TWO TIMES THE FEES PAID BY CLIENT FOR THE PRODUCTS.

## 11. TERM AND TERMINATION

11.1 Term. This Agreement commences on the Effective Date and, unless terminated earlier in accordance with the terms of this Agreement, will remain in effect for a term of twelve

(12) months thereafter (“**Initial Term**”). At the end of the Initial Term, this Agreement will automatically renew for successive twelve (12) month terms; provided, however, that either Party may elect not to renew this Agreement for any reason or no reason by providing written notice of non-renewal to the other Party at least [ninety (90)]<sup>2</sup> days prior to the end of the then-current term (the Initial Term and all renewal terms, collectively, the “**Term**”).

11.2 Termination. CLIENT may terminate this Agreement upon written notice to Gemini Data provided that such notice is received by Gemini Data no later than 15 days from the date of the Purchase Order (the “**Evaluation Period**”). After the Evaluation Period, neither Party can terminate this Agreement prior to the end of the Term.

11.3 Effect of Termination. Upon the termination or expiration of this Agreement: (i) the due dates of all outstanding invoices to CLIENT for the Products will automatically be accelerated so they become due and payable on the date of termination or expiration, even if longer terms had been provided previously; and (ii) all purchase orders or portions thereof remaining undelivered on the date of termination or expiration will automatically be canceled.

11.4 Survival. All sections of this Agreement that by its nature should survive termination will survive termination, including, without limitation, accrued rights to payment, confidentiality obligations, warranty disclaimers, and limitations of liability.

## 12. MISCELLANEOUS

12.1 Assignment. Neither Party may assign or transfer this Agreement, in whole or in part, whether by operation of law or otherwise, without the other Party’s prior written consent; provided, however, that both Parties may assign or transfer this Agreement without the other Party’s consent in connection with any merger, reorganization, or sale of all or substantially all the assets or equity of the Party to which this Agreement relates. Any attempt to assign or transfer this Agreement in violation of this Section 12.1 will be null and of no effect. Subject to the foregoing, this Agreement will bind and inure to the benefit of each Party’s permitted successors and assigns.

12.2 Government Use. If CLIENT is part of an agency, department, or other entity of the United States Government (“**Government**”), the use, duplication, reproduction, release, modification, disclosure or transfer of the Software or any related documentation is restricted in accordance with the Federal Acquisition Regulation 12.212 for civilian agencies and the Defense Federal Acquisition Regulation Supplement 227.7202 for military agencies. The Software and documentation is a “commercial item”, “commercial computer software” and “commercial computer software documentation.” The use of the Software and documentation is further restricted in accordance with the terms of this Agreement, or any modifications thereto.

12.3 Export Controls. CLIENT shall, at its own expense, pay all import and export licenses and permits, pay customs charges and duty fees, and take all other actions required to accomplish the export and import of the Products purchased by CLIENT. CLIENT shall comply with the U.S. Foreign Corrupt Practices Act and all applicable export laws, restrictions, and regulations of the United States or foreign agency or authority. CLIENT will not export, or allow the export or re-export of the Software in violation of any such laws, restrictions or regulations.

12.4 Governing Law and Jurisdiction. This Agreement will be governed by and construed in accordance with the laws of Switzerland excluding its conflict of laws principles. The Parties disclaim application of the United Nations Convention on Contracts for the International Sale of Goods. Any legal action or proceeding arising under this Agreement will be brought exclusively in Geneva, Switzerland and the Parties hereby irrevocably consent to the personal jurisdiction and venue therein. The Parties waive any objection based on forum non conveniens.

12.5 Notices. All notices, approvals, consents and other communications required or permitted under this Agreement will be in writing, will reference this Agreement, and will be deemed given: (i) when delivered personally; (ii) three (3) business days after deposit with an internationally-recognized express courier, with written confirmation of receipt; (iii) five (5) business days after having been sent by registered or certified mail, return receipt requested, postage prepaid; or (iv) one (1) business day after transmission by facsimile or e-mail. All such notices, approvals, consents and other communications will be sent to the addresses set forth above or to such other address as may be specified by either Party to the other Party in accordance with this Section.

12.6 Force Majeure. Neither Party will be responsible for any failure or delay in its performance under this Agreement (except for any payment obligations) due to causes beyond its reasonable control, including, but not limited to, labor disputes, strikes, lockouts, shortages of or inability to obtain energy, raw materials or supplies, war, terrorism, riot, or acts of God.

12.7 Severability. If for any reason a court of competent jurisdiction finds any provision of this Agreement invalid or unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible and the other provisions of this Agreement will remain in full force and effect.

12.8 Waiver. The failure by Gemini Data to enforce any provision of this Agreement will not constitute a waiver of future enforcement of that or any other provision.

12.9 Entire Agreement. This Agreement, including all exhibits hereto, constitutes the complete and exclusive understanding and agreement between the Parties regarding its subject matter and supersedes all prior or contemporaneous agreements or understandings, whether written or oral, relating to its subject matter. Any waiver, modification or amendment of any provision of this Agreement will be effective only if in writing and signed by duly authorized representatives of each Party.

12.10 Counterparts. This Agreement may be executed in counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument.

## **EXHIBIT A**

### **Gemini Data SUPPORT SERVICES TERMS AND CONDITIONS (10/2024)**

## **1. Support And Maintenance Definition**

Subject to the payment of the applicable annual maintenance and support fees, Gemini Data will provide its CLIENTs with technical support services and maintenance according to the Support Service Level, which was purchased for the Gemini Enterprise and appliance(s).

### **1.1 Support Level**

Standard Support represents the baseline in our services offerings and includes full software support and the default hardware support. Included are:

- 24x7 phone, email and chat access to a dedicated team of support engineers which are trained in supporting Gemini Data technologies.
- Complete case management tailored to the Gemini Data support workflow. Support tickets can be submitted, managed and escalated for all Gemini Enterprise and appliances currently covered by valid support entitlements.
- Complete access to product documentation and to a dynamic community driven knowledge- base system.
- International availability of 4 hours on-site hardware support including parts and labor through partnership with our Global Hardware Support Provider (GHSP)



On-site commitments commence once the diagnosis of a hardware issue has been determined.

## 1.2 Getting Support

CLIENTs can access Gemini Data Support using 3 communication channels:

### 1. Support Web Portal <https://support.geminidata.com/support/home>

CLIENTs are encouraged to sign up on the dedicated support portal so they can benefit of the following support facilities:

- Complete access to Knowledge Base articles and Tech Notes
- Access to the integrated support case management system
- Contribute to the user Q&A forum with various product operational questions

### 2. Support Email        [support@geminidata.com](mailto:support@geminidata.com)

The support email is integrated with the case management system and every email received will generate a support case which can later be tracked.

### 3. Phone Support +1 (800) 549-7888

The toll free (US and Canada) support number is available 24/7, 365 days a year and our Gemini Data support agents will take your call, create the support case and provide assistance in product troubleshooting.

Regardless of which communication channel is used, the CLIENTs need to provide the following information when logging a support case:

- Full name, email address and phone number
- Appliance Service Tag (found attached directly to the Appliance or can be shown in the administration GUI.)
- Case priority according to section “3.1 Case priority levels”
- Description of the issue

## 2. Support Limitations

Gemini Data will have no obligation of any kind to provide support for problems in the operation or performance of Gemini Enterprise and Appliance caused by any of the following CLIENT actions:

1. Modifications to Gemini Enterprise and Appliance configurations not made by Gemini Data or a party expressly authorized by Gemini Data
2. Use of Gemini Enterprise and Appliance in any manner other than accepted usage cases detailed in the product documentation.

If assistance is requested for situations which are out of the scope of product support, Gemini Data reserves the right to label the necessary troubleshooting actions as Professional Services and issue separate quotations for the services.

## 3. Software Support Cases

The Support services are governed by an SLA (Service Level Agreement) based on case priority levels. The case priority determines the initial response time as well as the overall fix or workaround time.

When submitting a case, CLIENTs select the priority for initial response. When the case is received, Gemini Data support may change the priority if the issue does not conform to the criteria for the selected priority.

Workarounds or fixes will be done on a best efforts basis. Gemini Data will make every effort to respond to Gemini Data Support requests within the indicated response time.

### 3.1 Case priority levels.

P1 = A production Gemini Enterprise and Appliance is completely inaccessible or the majority of its functionality is unusable.

P2 = One or more key features of a production Gemini Enterprise and Appliance are unusable.

P3 = Any other case where the Gemini Enterprise and Appliance feature is not operating as documented.

P4 = General questions about documentation, processes or procedures

RFE = Requests for enhancements.

### 3.2 Response and Escalation time

Priority	Initial Response Time	Escalation
P1	4 business hours	Support Director : Immediately VP : 1 business day CEO : 1 week
P2	8 business hours	Support Director : 1 business day VP : 1 week CEO : 1 month
P3	1 business day	VP of Products review all open bugs quarterly
P4	2 business days	Not Applicable
RFE	5 business days	VP of Products review all enhancement requests quarterly

To escalation your support cases please send emails to **[support@geminidata.com](mailto:support@geminidata.com)**

### 3.3 Software Updates

#### SaaS (Software as a Services)

The SaaS (Software as a Services) Updates will be available on a pre-determined or as needed basis with CLIENT notification of minimum 48 hours prior to implementation. Pre-determined updates are based on Gemini Data's internal roadmap, focused on additional features to enhance the CLIENT's experience.

#### Software or Appliances

The Software Updates will entitle CLIENTs with full access to download and install the newest product releases, patches and hotfixes. The software updates will be available to end users with valid support subscription upon request.

## 4. Hardware Support

### 4.1 Hardware Support Overview

All appliances provided by Gemini Data are covered by hardware support in the form of a product warranty which entitles CLIENTs to remote and on-site hardware troubleshooting as well as parts and labor for replacing faulty hardware components.

In case of a hardware failure, the CLIENTs are required to log a case using the support portal and provide the case details outlined in section "1.4 Getting Support".

### 4.2 On-Site Hardware Repair Availability

The on-site hardware availability policy applies after the initial troubleshooting is done and a defect resolution or report is determined. An appropriate best-effort initial diagnosis should be performed by CLIENT before contacting Gemini Data support. When requested, the CLIENT will identify error message received and when they occur; what activities preceded the error message; and what steps CLIENT has already taken to attempt to solve the problem.

The troubleshooting and defects report or resolution will be performed by Gemini Data Support or its authorized Global Hardware Support Partners (GHSP) working together with the CLIENT.

The onsite hardware repair availability is within four (4) hours after the receipt of the stated defect report in cases where (a) Gemini Data or local GHSP receives the defect report by 13:00 (local business time), or (b) By 13:00 on the next business day in case Gemini Data or local GHSP received defects report after 13:00 (local business time)

"Local Business Time" refers to any day from Monday through Friday from 09:00 to 17:00 hours, except any local national holiday.

#### **4.3 Return Merchandise Authorization (RMA) Policy**

If the hardware troubleshooting report results in a full Appliance RMA action or if an appliance was damaged or defective to the point of not being usable upon receiving it, Gemini Data or its authorized distributors, resellers or partners will make the necessary arrangements for shipping a new appliance to the CLIENT's location.

The process of shipping a new unit is not expected to take longer than 30 days after the RMA was approved by Gemini Data.

The CLIENT is required to ship back the faulty unit within 30 days of receiving the new appliance. Shipping details will be sent along with the new appliance. In any case where a defective unit is not returned, the end user will be billed for the list price of the replacement unit.

## 5 End Of Life Policy

### **End of Availability**

The End of Sale is considered to be the date a product (hardware or software) is no longer available for ordering from Gemini Data. When possible, Gemini Data will either offer a current revision of the same product or provide recommendations on a migration strategy.

### **End of Support**

The End of Support (EOS) is considered to be the date the support cannot be extended any longer. Typically, this is five years after the Gemini Enterprise and appliance purchase date. When End of Support is reached, CLIENTs may (at Gemini Data's discretion) be offered an excepted support contract to carry support past the stated EOS date.

### **End of Life**

The End of Life (EOL) is considered to be the date a product is no longer supported by Gemini Data, which is typically five years after the End of Sale.

### **Software Version Support**

Gemini Data determines at its sole discretion the timing and content of any software release and CLIENTs under paid support contracts can download the updates from the support portal.

The Gemini Data standard practice is to provide software support and maintenance on the following releases:

- The current or latest major or minor release of the software.
- The immediately preceding major or minor release of the software, for a period of one year after general CLIENT availability of the current or latest major or minor release.

The latest valid major or minor release for any End of Sale appliance product or software product that has not yet reached the End of Life.