# Support category explanations

- Supported
- Supported by reference
- Deprecated support
- Unofficial support

ⓘ **Summary:** CAST uses various categories to define its platform/technology support. These categories require some further explanation, which are given below.

## Supported

Platforms/technologies in this category have been tested by CAST. You can expect full support from our Technical Support team for any issues you may have with a platform/technology listed in this category.

## Supported by reference

Platforms/technologies listed in this category have been part of a light test cycle at CAST and are therefore not listed in the **Supported** category.

However, based on our understanding of the differences (which should not be relevant to CAST AIP), it is expected that the current version of CAST AIP will run smoothly on them. These platforms/technologies will be subject to the same level of attention provided by our Technical Support team, however it is likely that the resolution time for issues will be longer due to infrastructure related to these specific versions.

Examples of why a platform is in this category: it may simply be a 32bit version of a 64bit platform listed in the **Supported** category, or may have a non-tested Service Pack applied.

## Deprecated support

Support for platforms/technologies in this category is now deprecated. This means we do not recommend that a customer remains on them and should consider upgrading to a supported platform as we do not provide support for these platforms/technologies:

- Support will reproduce issues on a supported platform/technology only
- Bugs that occur only on a deprecated platform/technology, will not be fixed
- New CAST AIP features might not work on a deprecated platform

Platforms/technologies that fall into this category are typically those that CAST has supported in the past, but which have been superseded by a more recent version of the platform released by the vendor that is now listed in the **Supported** category.

## Unofficial support

Unofficial support refers to CAST AIP features or official CAST AIP extensions that provide specific capabilities that have not been officially validated or tested by CAST, therefore CAST cannot guarantee the results they produce. An example of a feature in this category is the capability built into the **SQL Analyzer extension** to analyze Microsoft SQL Server source code: while the analysis will work, results are not guaranteed.