

Ongoing Math Library Improvements

Maple 2026 includes a new approach for bringing ongoing library improvements to Maple customers, between official point releases.

Maple Customer Support Updates and SupportTools

- Beginning in early 2025, the **Maple Customer Support Updates** are an ongoing series of improvements and fixes to the Maple library, intended to provide a rapid response for customer reports and requests. By using these updates, Maple users can have access to some of the latest improvements in Maple without having to wait for the next full or point release. This addition reflects our commitment to keeping Maple accurate, dependable, and responsive to user needs.
- The Updates are implemented as a workbook-based package stored in the toolbox directory.
- The **SupportTools** package provides an easy way for Maple users to install the latest Customer Support Updates at their own convenience. SupportTools was included in the Maple library as part of the first **Maple Customer Support Updates**, as well as by default in the point releases Maple2025.1 and Maple2025.2. However, Maple2026 is the first full Maple release that includes SupportTools.
- The process of installing the **Maple Customer Support Updates** is as simple as executing a single command, **SupportTools:-Update()** from within Maple, which automatically downloads the latest update from the [Maple Cloud](#) and installs it into the user's local libraries.
- The **Update** command also accepts a positive integer argument specifying which version of the Customer Support Updates is to be installed. This allows a user to revert to an earlier version for testing purposes or as a backup in case there is some unexpected problem with the latest version or a conflict between an update and their own personal code.
- The **Version()** command with no arguments simply returns the version number for the version of the updates currently installed. An integer argument can also be supplied to the **Version** command in which case it also installs the version specified, just as the Update command does.
- The **RemoveUpdates()** command uninstalls the **Maple Customer Support Updates** from the toolbox directory completely.

Examples

While we can't give a real example of the use of SupportTools in Maple2026 (at the time of writing there are not yet any updates for Maple 2026), here's an example of how it worked in Maple2025.0 at the time that version 22 of the updates was published:

```
> with(SupportTools);
```

```
[RemoveUpdates, Update, Version] (1)
```

```
> Version();
```

```
The Customer Support Updates version in the MapleCloud is 22. The version installed in this (2)  
computer is 21 created May 28, 2025, 23:36 hours Eastern Time, found in the directory  
C:\Users\Marty\Maple\toolbox\2025\Maple Customer Support Updates\lib\Maple
```

This example call to `coulditbe` did not yet work optimally with version 21 of the Maple Customer Support updates:

```
> coulditbe(-1/LambertW(-exp(-x)) <= 0) assuming x::real;
```

```
FAIL (3)
```

However, by upgrading to version 22 we could get an improved result:

```
> Update(22);
```

```
Warning, You have just upgraded from version 21 to version 22 of the  
Customer Support Updates. In order to have this version active, please  
close Maple entirely, then open Maple and enter SupportTools:-Version  
( ) to confirm the active version.
```

After following the warning and closing and restarting Maple:

```
> Version();
```

```
The Customer Support Updates version in the MapleCloud is 22 and is the same as the version (4)  
installed in this computer, created May 28, 2025, 23:36 hours Eastern Time.
```

```
> coulditbe(-1/LambertW(-exp(-x)) <= 0) assuming x::real;
```

```
false (5)
```

```
> RemoveUpdates();
```

```
removing: C:/Users/Marty/maple/toolbox/2025/Maple Customer Support
```

```
Updates/lib/Maple Customer Support Updates.maple
removing: C:/Users/Marty/maple/toolbox/2025/Maple Customer Support
Updates/lib/override_maple.txt
removing: C:/Users/Marty/maple/toolbox/2025/Maple Customer Support
Updates/version.txt
removing: C:/Users/Marty/maple/toolbox/2025/Maple Customer Support
Updates/uninstall_manifest.mtxt
> Version();
```

The Customer Support Updates package is not installed

(6)