E-XMS, IntelliSight, KLERITY, and Ativa End of Life and End of Sale Update – January 2024

Summary

This document details end of life and end of sale status on products that are part of the Infovista Automated Assurance portfolio. Note that the scope of this document includes products from the E-XMS, IntelliSight, KLERITY, and Ativa product lines. It does NOT include products from the Vista Insight product line. This document will be updated periodically to reflect any changes or updates.

Probe Hardware

When probe hardware reaches an end of life date, Infovista will no longer test software releases against that hardware. The end of life dates are a function of Infovista software running on hardware; it is possible that the hardware itself may be end of life before the dates below. In the event that a component of the hardware (e.g. server, interface cards, disks) fails, Infovista will replace the failed hardware with the same model component. It is possible that the same model component is no longer available in which case Infovista will endeavor to provide hardware with similar functionality. Note that hardware with similar functionality may not enable the exact set of features supported by the original model component.

Probe Hardware	End of Life Date	End of Sale Date
MSP5000*	December 31, 2020	December 31, 2015
MSP1000/MSP2000/MSP3000/MSP4000/MSP4000S	December 31, 2020	December 31, 2015
MSP1500/MSP6000	December 31, 2023	December 31, 2017
MSP6100	December 31, 2026	December 31, 2018
MSP2100/MSP2100-NEBS/MSP6200	December 31, 2026	June 30, 2023
High Capacity/Mid_Low Capacity Servers	December 31, 2029	December 31, 2026

*Includes Chassis, all Interface Cards, and External Storage (also known as MESA – MSP External Storage Array) Used in the MSP5000

Probe Interface Cards	End of Life Date	End of Sale Date
4 port TDM Card**	December 31, 2020	December 31, 2018
4 SFP Card – used for 1G Ethernet***	December 31, 2023	December 31, 2020
2 port 10G Card****	December 31, 2023	December 31, 2016

Accelerator Card (Also known as Tilera card)*****	December 31, 2026	March 31, 2022
Intel X710	December 31, 2026	December 31, 2023

**Infovista may recommend use of a TDM to Ethernet or SIGTRAN converter in the event of lack of availability of replacement TDM cards. Use of this card is only supported with operating systems up through Red Hat 6.9, Centos 6.9 and SUSE 11.4

***Use of this card for STM-1/OC-3 is not supported. Use of this card is only supported with operating systems up through Red Hat 6.9, Centos 6.9 and SUSE 11.4. Use of this card with KLERITY or Ativa software is NOT supported

****Use of this card with KLERITY or Ativa software is NOT supported.

*****In the event of a replacement request, Infovista may recommend use of DPDK interface cards to provide equivalent or better performance

ROS/NWV Hardware

When hardware used for Regional Operation Servers and Network Wide View reaches an end of life date, Infovista will no longer test software releases against that hardware. The end of life dates are a function of Infovista software running on hardware; it is possible that the hardware itself may be end of life before the dates below. In the event that a component of the hardware (e.g. server, interface cards, disks) fails, Infovista will replace the failed hardware with the same model component. It is possible that the same model component is no longer available in which case Infovista will endeavor to provide hardware with similar functionality. Note that hardware with similar functionality may not enable the exact set of features supported by the original model component.

	End of Life Date	End of Sale Date
ROS and NWV ordered with "XM-" part numbers (based on 5023 and 5423 chipsets)	December 31, 2017	December 31, 2014
EHP-OS servers	December 31, 2017	December 31, 2014
ROS and NWV ordered with "ROS-HW" part numbers – SuperMicro based	December 31, 2020	December 31, 2015
ROS and NWV ordered with "ROS-HW" part numbers – IvyBridge based	December 31, 2023	June 30, 2017
ROS and NWV ordered based on Dell hardware (730/740 class servers)	December 31, 2026	June 30, 2023

E-XMS Software

End of Life for E-XMS software releases is governed by Infovista's software support policy which is *as follows:*

Infovista will provide Customer all Bug Fixes, Minor Releases, Major Releases, and enhancements to the Software which it makes generally available to its other licensees of the Software under contract for Infovista Technical Support for no additional fee, together with all required amendments to the associated Documentation. Technical Support is provided for Current Software Revisions only. "Current Software Revisions" are defined as (a) the two most current "minor" releases of the current major version; and (b) the last released "minor" release of the previous major version.

NOTE: For the sake of clarity, no technical support or bug fixes will be provided for software beyond its end of life date. Technical support and resolution of any issues requiring bug fixes will require an upgrade to a software release that has not reached an end of life date.

End of life dates in this table are targets based on the above policy; they will be updated if dates for future releases change.

Software Version	End of Life Target Date
E-XMS 4.5	June 30, 2017
E-XMS 5.7.0	June 30, 2018
E-XMS 5.7.2*	March 31, 2019
E-XMS 5.7.3*	June 30, 2019
E-XMS 5.7.4*	March 31, 2020
E-XMS 5.7.5	December 31, 2026
E-XMS 5.7.6	December 31, 2026
E-XMS 6.1.0**	June 30, 2019
E-XMS 6.2.x	March 31, 2021
E-XMS 6.3.5	December 31, 2026

*Infovista may provide maintenance releases as required through December 31, 2023
**E-XMS 6.1.0 was the first GA release in the 6.x line; previous versions of 6.x were not available on a GA basis

xCentrix Hardware and Software

All xCentrix Hardware and all xCentrix software releases are end of life on **December 31, 2016**

IntelliSight Hardware

All IntelliSight Hardware with the exception of hardware based on the Dell 740xd server design will be end of life on **December 31, 2023. IntelliSight hardware running on the Dell 740xd server design are end of life on December 31, 2026**

IntelliSight Software

End of Life for IntelliSight software releases is governed by Infovista's software support policy which is *as follows:*

Infovista will provide Customer all Bug Fixes, Minor Releases, Major Releases, and enhancements to the Software which it makes generally available to its other licensees of the Software under contract for Infovista Technical Support for no additional fee, together with all required amendments to the associated Documentation. Technical Support is provided for Current Software Revisions only. "Current Software Revisions" are defined as (a) the two most current "minor" releases of the current major version; and (b) the last released "minor" release of the previous major version.

NOTE: For the sake of clarity, no technical support or bug fixes will be provided for software beyond its end of life date. Technical support and resolution of any issues requiring bug fixes will require an upgrade to a software release that has not reached an end of life date.

End of life dates in this table are targets based on the above policy; they will be updated if dates for future releases change.

Software Version	End of Life Target Date
IntelliSight 1.3 – 1.8	June 30, 2017
IntelliSight 1.9.0 – 1.9.7	June 30, 2018
IntelliSight 1.9.8	December 31, 2024 (existing feeds only)
IntelliSight 1.10.0***	June 30, 2019
IntelliSight 1.11.x	December 31, 2020
IntelliSight 1.12.x	December 31, 2026 (existing feeds only)

***The IntelliSight 1.9.9 release was not available on a GA basis

Extended Support for E-XMS and IntelliSight Software

Infovista may – at its discretion – offer extended support beyond the end of life dates in this document. Extended support conditions will be documented as part of an extended support agreement.

KLERITY Software

End of Life for KLERITY software releases is governed by Infovista's software support policy which is *as follows:*

Infovista will provide Customer all Bug Fixes, Minor Releases, Major Releases, and enhancements to the Software which it makes generally available to its other licensees of the Software under contract for Infovista Technical Support for no additional fee, together with all required amendments to the associated Documentation. Technical Support is provided for Current Software Revisions only. "Current Software Revisions" are defined as (a) the two most current "minor" releases of the current major version; and (b) the last released "minor" release of the previous major version.

NOTE: For the sake of clarity, no technical support or bug fixes will be provided for software beyond its end of life date. Technical support and resolution of any issues requiring bug fixes will require an upgrade to a software release that has not reached an end of life date.

End of life dates in this table are targets based on the above policy; they will be updated if dates for future releases change.

Software Version	End of Life Target Date
KLERITY 2.0.1	December 31, 2021
KLERITY 2.0.2	December 31, 2021
KLERITY 2.0.3	December 31, 2021
KLERITY 2.0.4	July 31, 2022
KLERITY 2.1.0	December 31, 2021
KLERITY 2.1.1	December 31, 2021
KLERITY 2.1.2	December 31, 2023
KLERITY 2.1.3	December 31, 2023

Ativa Software

End of Life for Ativa software releases is governed by Infovista's software support policy which is *as follows:*

Infovista will provide Customer all Bug Fixes, Minor Releases, Major Releases, and enhancements to the Software which it makes generally available to its other licensees of the Software under contract for Infovista Technical Support for no additional fee, together with all required amendments to the associated Documentation. Technical Support is provided for Current Software Revisions only. "Current Software Revisions" are defined as (a) the two most current "minor" releases of the current major version; and (b) the last released "minor" release of the previous major version.

NOTE: For the sake of clarity, no technical support or bug fixes will be provided for software beyond its end of life date. Technical support and resolution of any issues requiring bug fixes will require an upgrade to a software release that has not reached an end of life date.

End of life dates in this table are targets based on the above policy; they will be updated if dates for future releases change.

Software Version	End of Life Target Date
Ativa 22	December 31, 2022
Ativa 22.1	December 31, 2023
Ativa 22.2	June 30, 2024
Ativa 23.0	November 15, 2024
Ativa 23.1	March 31, 2025
Ativa 23.2	July 31, 2025

Ativa Hardware

When Ativa hardware reaches an end of life date, Infovista will no longer test software releases against that hardware. The end of life dates are a function of Infovista software running on hardware; it is possible that the hardware itself may be end of life before the dates below. In the event that a component of the hardware (e.g. server, interface cards, disks) fails, Infovista will replace the failed hardware with the same model component. It is possible that the same model component is no longer available in which case Infovista will endeavor to provide hardware with similar functionality. Note that hardware with similar functionality may not enable the exact set of features supported by the original model component.

Probe Hardware	End of Life Date	End of Sale Date
High Capacity Servers (HW-AT-HICAP)	December 31, 2029	December 31, 2026
Low/Mid Capacity Servers (HW-AT-MIDLOCAP)	December 31, 2029	December 31, 2026
Intel 810 Interface Cards	December 31, 2029	December 31, 2026
Mellanox ConnectX-6 Cards	December 31, 2029	December 31, 2026

Operating Systems

End of life for operating systems means that Infovista will no longer test application software on hardware running that operating system version. Any operating system release with a number lower than the lowest number on the chart is considered to already be end of life

Operating System Version	End of Life Target Date
Ubuntu	June 30, 2017
SUSE 11.0	June 30, 2017
SUSE 11.3	June 30, 2017
SUSE 11.4*****	December 31, 2022
Red Hat/CentOS 6.8	December 31, 2019
Red Hat/CentOS 6.9	December 31, 2019

Red Hat/CentOS 6.10	June 30, 2020
Red Hat/CentOS 7.4	December 31, 2022
Red Hat/CentOS 7.9 (Dependent on resources for development/test)	December 31, 2023
Red Hat 8.3	December 31, 2022
Red Hat 8.6	May 31, 2024

*****Security patches no longer available for this version. Infovista recommends a transition to Red Hat (or CentOS) operating systems prior to the end of life date