



INSTANT AWARENESS. INFORMED ACTION.

## **Addendum A: Inova Solutions End of Life Product Support Policy**

*‡ Limited hardware support provided for model ONT wallboards. CFM model wallboards DO NOT include hardware warranty as parts are no longer available.*

Inova Solutions constantly strives to improve its products and services. As such, every effort is made to provide enhancements to and repair defects in our products. Nevertheless, software and/or hardware product lines do periodically become obsolete due to technological advancements, fundamental design changes, underlying operating system obsolescence, and a variety of other technical reasons. When this is the case, Inova Solutions must declare End of Support dates for obsolete LightLink™ software versions, data source connections, software applications and hardware. For your planning purposes, we have provided below the End of Support dates for all affected software and hardware series.

In all cases, when End of Support dates are declared, upgrade or migration paths for existing products are offered. Further, clients with a valid Inova Support Agreement (ISA) are eligible for free minor software upgrades (e.g., 5.0 to 5.1), and discounts for major software upgrades (2.6 to 5.1). Please refer to the Software Upgrades and Hardware Warranty section of the Inova Support Agreement document for additional details.

In all cases, a valid ISA will guarantee ongoing assistance for even obsolete hardware and software. We will not, however, be able to provide any patches or modifications for the older software versions, as listed below, and cannot guarantee parts will be available for hardware repairs. If you decide that an upgrade of software or replacement of hardware is not what your company desires, be aware that support will be available beyond published dates only on a “best efforts” approach. In other words, we will do our best to support obsolete products, but cannot guarantee that all service and support issues can be overcome. When Inova is asked to support obsolete products, you will pay slightly higher ISA rates, but this will guarantee discounts are available to you on future upgrades.

## LCD Client Software End of Support

The following table summarizes the End of Support policies for Inova component software.

Broadcaster Client Version	End of Sales	End of Engineering Support	End of Technical Support
LightLink Broadcaster (Versions 5.2-5.7)	April 2011	January 2012	January 2014

**Table 1**

## Core Software End of Support

Table 2 summarizes the End of Support policies for various LightLink Middleware software versions.

LightLink Version	End of Sales	End of Support
LightLink Version 2.X (2.1-2.6 SP3 and all 2.X Direct Control Versions)	January 2004	December 31, 2006
LightLink Version 4.X (Contact Center, Enterprise Edition, Wallboard Edition)	September 2004	December 31, 2006
LightLink Version 5.0 (Contact Center, Enterprise Edition, Wallboard Edition)	November 2005	December 31, 2008
LightLink Version 5.1 (Contact Center, Enterprise Edition, Wallboard Edition)	April 2006	December 31, 2008
LightLink Version 5.2 (Contact Center, Enterprise Edition, Wallboard Edition)	March 2007	December 31, 2008
LightLink Version 5.5	February 2008	December 31, 2013
LightLink Version 5.6	November 2008	December 31, 2013
LightLink Version 5.7	November 2012	December 31, 2014
LightLink Version 5.8	August 2013	December 31, 2015
LightLink Version 5.9	September 2013	December 31, 2015
LightLink Version 5.10	June 2014	December 31, 2015
LightLink Version 5.11	October 2014	December 31, 2016
LightLink Version 5.12	June 2015	December 31, 2017
LightLink Version 5.13	April 2020	
LightLink Version 5.14		

**Table 2**

## Supervisor Software End of Support

Table 3 summarizes the End of Support policies for various LightLink Supervisor software versions.

LightLink Version	End of Sales	End of Support
Supervisor Versions Pre- 5.7	February 2008	December 31, 2013
Supervisor Version 5.7	November 2012	December 31, 2014
Supervisor Version 5.8	September 2013	December 31, 2015
Supervisor Version 5.9	October 2014	December 31, 2016
Supervisor Version 5.10		

**Table 3**

## Desktop Presenter Software End of Support

Table 4 summarizes the End of Support policies for various LightLink Supervisor software versions.

LightLink Version	End of Sales	End of Support
Desktop Presenter Versions Pre- 5.7	February 2008	December 31, 2013
Desktop Presenter Version 5.7	October 2014	December 31, 2016
Desktop Presenter Version 5.8		

**Table 4**

## Data Source Licenses End of Support

Refer to Table 5 for list of Inova developed Data Source Licenses that are scheduled for End of Support. For clients who currently have a valid ISA, Inova will provide a "best-efforts" approach and assist with workarounds for bug fixes or upgrades, but no code changes in core software will be made and patches will not be available. For clients who currently utilize any of the below Inova developed data sources on existing software platforms, you must receive written approval from Inova Sales Engineering and/or Inova Client Services when upgrading to current LightLink core software versions to verify compatibility.

Data Source	End of Sales	End of Support
Alcatel	October 31, 2006	December 31, 2007
Altitude	October 31, 2006	December 31, 2006
Apropos	October 31, 2005	December 31, 2005
Aspect TCS	October 31, 2005	December 31, 2005
Aspect VT-100 Terminal	October 31, 2005	December 31, 2005
Avaya 5E Pinnacle Versions	October 31, 2005	December 31, 2005
Avaya Mosaix Campaign Surfer	October 31, 2005	December 31, 2006
CalcPak	October 31, 2006	December 31, 2007
ECD6000	October 31, 2005	December 31, 2005
E-Share	October 31, 2006	December 31, 2006
Executone Custom Plus	October 31, 2005	December 31, 2005
Genesys Stat Server Pump	October 31, 2006	December 31, 2007
Get Stock Quote	October 31, 2006	December 31, 2007
Harris 20-20	October 31, 2005	December 31, 2005
Mitel	October 31, 2005	December 31, 2005
NEC Navigator MIS\Global Navigator	October 31, 2005	December 31, 2005
NewMetrics	October 31, 2005	December 31, 2005
NT C/D Package	October 31, 2005	December 31, 2006
NT Max	October 31, 2005	December 31, 2006
NT Longest Call Waiting: 2216 or 2616 phone set W/MCA	October 31, 2005	December 31, 2006
NT CCMIS, 3.x and lower	October 31, 2005	December 31, 2006
Outlook Calendar	October 31, 2009	December 31, 2010
Perimeter VU-ACD	October 31, 2005	December 31, 2006
Rolm 9751 Version 9004/9005 or 9006-9006.4a	October 31, 2005	December 31, 2005
Rockwell Galaxy	October 31, 2005	December 31, 2005
RT-1000	October 31, 2006	December 31, 2007
Teknekron	October 31, 2005	December 31, 2005
Telamon	October 31, 2006	December 31, 2007
Teloquent	October 31, 2005	December 31, 2005
Tivoli SNMP	October 31, 2005	December 31, 2005
Webstream	October 31, 2006	December 31, 2007

**Table 5**

## Software Output Channels or Desktop Client Applications End of Support

Refer to Table 6 for a list of Inova developed Software Output Channels or Desktop Client Applications that are scheduled for End of Support. For clients who currently have a valid Inova Support Agreement, Inova will provide a “best-efforts” approach and assist with workarounds for bug fixes or upgrades, but no code changes in core software will be made and patches will not be available. For clients who currently utilize any of the below software applications on existing software platforms, you must receive written approval from Inova Sales Engineering and/or Inova Client Services when upgrading to current LightLink core software versions to verify compatibility.

Output Channel	End of Sales	End of Support
Active X Out	December 31, 2006	December 31, 2006
HTML Publish to Web SBE	December 31, 2006	December 31, 2006
HTML Publish to WebMate	December 31, 2006	December 31, 2006
IntelliView	December 31, 2006	December 31, 2006
Pager Out	December 31, 2006	December 31, 2006
Toggle	December 31, 2006	December 31, 2006
WebMate or WebLink	December 31, 2006	December 31, 2006
SharePoint 2007 based Performance Tracker	April 30, 2010	January 31, 2012

Table 6

## Third Party Application End of Support

The Four Winds Interactive software listed in Table 7 are scheduled for End of Support. For clients who currently have a valid Inova Support Agreement, Inova will provide a “best-efforts” approach.

Product	End of Sales	End of Warranty/Support
LCD PC- Sysplas	January 2005	December 31, 2006
LCD PC- Nomad	August 2007	December 31, 2007
Video Server- Minerva	December 2004	December 31, 2005
Video Server- Optibase	December 2005	December 31, 2005

Table 7

## Hardware End of Support

All hardware items listed in Table 8 will no longer be covered under Warranty with the renewal of your Inova Support Agreement. For clients who currently utilize hardware from the below list, the following terms will apply when renewing ISAs:

- Inova will provide troubleshooting support to determine the cause of any hardware failures, but will no longer provide repair services under Warranty.
- If parts are available, repairs will be offered and provided.
- Clients who wish to have items repaired will be provided for their approval a quote for parts and repairs services prior to repairs being completed.

Additionally, certain hardware models may not be compatible with current LightLink versions. **Display models beginning with model numbers DIMR, DICO, and CO are not supported in Inova LightLink Versions 5.5 and higher.** Prior to upgrading LightLink software a review of hardware is required to confirm compatibility with LightLink versions. Hardware may need to be upgrade or replaced to work with current LightLink software versions.

**Inova Manufactured Hardware**

Model Numbers	End of Sales	End of Warranty/Support
Display models beginning with DIMR model numbers	January 1997	December 31, 2006
Display models beginning with DICO model numbers	January 1997	December 31, 2006
Display models beginning with CO model numbers	January 1997	December 31, 2006
Display models beginning with CFM model numbers	October 2007	December 31, 2007
Display models beginning with VMS model numbers	January 2006	December 31, 2007
Display models beginning with ONT model numbers	Currently offered	
Display model OAX2E-CS	April 2013	
Display model ONTX2-128R	April 2013	

**Table 8**
**Third Party Hardware**

Product	End of Sales	End of Warranty/Support
LCD PC - Sysplas	January 2005	December 31, 2006
LCD PC - Nomad	August 2007	December 31, 2006
Video Server - Minerva	December 2004	December 31, 2005
Video Server - Optibase	December 2005	December 31, 2005

**Table 9**