Dear Associate

Portfolio update No. 2018-009

February 20th, 2018

SL1000/SL1100 Product Lifecycle

Introduction

Following the successful release of the SL2100 Communication Server the SL1000/SL1100 lifecycle has been reviewed and adjusted to reflect the availability of the SL1000/SL1100 system. The SL1000/SL1100 systems cannot use any of the interface cards available on the SL2100. The SL2100 digital and the 8IPLD IP terminal can be used on the SL1000/SL1100 systems provided the appropriate software (when available) is installed on the SL1000/SL1100.

Updated 21st March 2018: SL1000/SL1100 MyCalls incl. Call recording lifecycle has been extended with an additional year

Availability / Lifecycle

The SL1000/SL1100 consists of a number of elements. Not all the elements have the same product lifecycle or availability. The section below explains the availability and product lifecycle for each of the portfolio elements.

Portfolio element	EON	EOD	EOS
SL1000/SL1100 Hardware	Already*	28/02/2018	31/03/2019
SL1000/SL1100 Licenses	Already*	31/03/2019	31/03/2019
SL1000/SL1100 InApps	Already*	28/02/2018	31/03/2019
SL1000/SL1100 MyCalls incl. Call recording	28/02/2019	28/02/2019	31/03/2020

Notes :

*   SL2100 is released. SL2100 is the replacement for the SL1x00. All new system sales should be SL2100 systems

EON: End of new deliveries. The product and product related sales articles cannot be ordered anymore for new system sales. However, current systems can still be upgraded with new software and expanded with additional hardware and licenses during the EON period. Platforms only: The phased out platform can in this timeframe also be added as new nodes to an existing cluster which comprises any of these servers. Delivery time may take longer than usual.

EOD: End of deliveries. The product and product related sales items cannot be delivered any more.

EOS: End of Service. Service and support on the product has ended and related communication platform software has ended as follows: Some functions in Communication Platforms consist of a combination of Hardware or External Application together with the supporting Software within the Communication Platform that integrates the Hardware or External Application. When such Hardware or External Application reaches the end of its lifecycle and is declared End of Service, then the supporting Software within the Communication Platform is also End of Service. The supporting Software will NOT, unless specifically stated to the contrary, be removed from subsequent releases of the Software and in most cases the End of Service Hardware will continue to function correctly. However NEC will no longer test nor guarantee the correct functioning of the End of Service Hardware, nor will NEC have any obligation to investigate or resolve any malfunction in the supporting Software that directly supports End of Service

SL1000/SL1100 Product Lifecycle

SL1000/SL1100 Hardware

The SL1000/SL1100 has limited stock availability. The SL1000/SL1100 will continue to be supplied on a best endeavours basis. The lifecycle timescales take into account production capability including availability of components.

SL1000/SL1100 Main Software

All the SL1000/SL1100 main software versions will continue to be supported in line with Hardware lifecycle. In order to effectively support the SL1000/SL1100 you may be requested to upgrade to the latest version as part of the support process.

SL1000/SL1100 Licenses

All the SL1000/SL1100 system licenses will be available for systems already installed. Although SIP Trunk licenses will be provided the licenses will only be supplied on the basis that trunks with a current SIP trunk compatibility report, which are published on BusinessNet, will be supported. Requests for SIP trunk certification for new carriers for the SL1000/SL1100 will not be accepted. If new SIP support is required the customer must consider the SL2100 system as this has an ongoing SIP trunk certification process.

Migration of SL1000/SL1100 licenses from the SL1000/SL1100 to the SL2100 is not supported

SL1000/SL1100 InApps

The licenses required to run the InApps will be End of Delivery before the other SL1000/SL1100 licenses.

Customers wishing to use the latest version of the InApps in the future should consider the SL2100 system. Migration of InApps licenses from the SL1000/SL1100 to the SL2100 is not supported.

SL1000/SL1100 MyCalls including call recording

The SL1000/SL1100 MyCalls application and the associated call recording hardware and features will continue to be supplied according to the summary table. Only the current version of MyCalls for the SL1000/SL1100 will be supported, no future releases of MyCalls will be supported on the SL1000/SL1100. Customers wishing to use the latest version of MyCalls should consider the SL2100 system. Migration of MyCalls licenses from the SL1000/SL1100 to the SL2100 is not supported.

SL1000/SL1100 support for SL2100 Terminals

The SL2100 terminals (Digital and 8IPLD IP Terminal) will be supported on the SL1000/SL1100 with the release of V7.xx (version number to be confirmed). The target date for the release of this software is end February 2018.

On Behalf of the NEC Enterprise Solutions Portfolio Management Team

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