

Dear Associate

Portfolio update No. 2019-010

March 21st, 2019



SV8100 Product Lifecycle

Introduction

The SV8100 Lifecycle was first announced in Dear Associate [2014-066](#) (released December 2014) which related to the SV8100 hardware. The details provided in Dear Associate [2014-066](#) are still applicable. There were further Dear Associates [2018-007](#) and [2019-035](#) that related to the SV8100 software and applications. The details provided in Dear Associate [2018-007](#) and [2018-035](#) are superseded by this Dear Associate.

We have listened to feedback and have extended the EOD date of SV8100 System licenses in line with the market request. The revised EOD date for SV8100 System licenses is now 31st July 2019.

This does not change the previously stated requirement for R9 Enhancement license to receive support after 31st March 2019.

Availability / Lifecycle

The SV8100 comprises 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
SV8100 Hardware	Refer to Dear Associate 2014-066		
SV8100 System licenses	Already	31/07/2019	31/03/2020 ^{*1}
SV8100 InApps	Already	Already	31/03/2019
SV8100 UC Suite	Already	Already	31/03/2019
SV8100 BCT	Already	Already	31/03/2019
SV8100 MyCalls incl. Call recording	Already	31/03/2019 ^{*2}	31/03/2019

^{*1} if have the R9 Enhancement license (BE112431)

^{*2} Upgrade licenses required for migration available until 31/03/2020

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

SV8100 Hardware

SV8100 Hardware: Refer to Dear Associate 2014-066

SV8100 Main Software

The main software versions shown in the **Dear Associate – NEC After Sales Technical Support for Main System Software** (Dear Associate [2018-001](#)) will continue to be supported in line with the Hardware lifecycle.

In order to receive NEC Tier3 Technical Support after 31st March 2019 the SV8100 must also have the R9 Advanced Features license (BE112431) installed. This license will be available for purchase until the End of Service date of 31st March 2020.

During the extended maintenance period from 1st April 2019 to 31st March 2020 support services will be limited to Technical Support and advice based on the existing software i.e. no more corrections or improvement will be made to the software.

SV8100 Licenses

All the SV8100 system licenses will be available for systems already installed until the End of Delivery date of 31st July 2019, with the exception of the PVAA card license which is already End of Delivery and the R9 Advanced Features license as detailed above.

Although SIP Trunk licenses will be provided, only for trunks with a current SIP trunk compatibility report and published on BusinessNe will be supported. Requests for SIP trunk certification for new carriers for the SV8100 will not be accepted. If new SIP trunk support is required the customer must consider the SV9100 system as this has an ongoing SIP trunk certification process.

SV8100 InApps

The current InApps released on the SV8100 will be supplied and supported as indicated in the Lifecycle Summary table. Only the current versions of InApps for the SV8100 will be supported, no future releases of InApps will be supported on the SV8100. The licenses required to run the InApps are already End of Delivery. Compatibility of the InApps released in the future will be communicated with each release of the relevant InApp.

SV8100 UC Suite

SV8100 UC Suite (also known as Desktop Suite) will continue to be supplied according to the Lifecycle Summary table. Only the current version of UC Suite for the SV8100 will be supported, no future releases of UC Suite will be supported on the SV8100. The licenses required to run the UC Suite are already End of Delivery. Customers wishing to use future releases of UC Suite should consider the SV9100 system with InUC.

SV8100 BCT

BCT will continue to be supplied according to the Lifecycle Summary table. Only the current version of BCT for the SV8100 will be supported, no future releases of BCT will be supported on the SV8100. The licenses required to run the BCT are already EOD.

SV8100 MyCalls including call recording

MyCalls application and the associated call recording hardware and features will continue to be supplied according to the Lifecycle Summary table. Only the current version of MyCalls for the SV8100 will be supported, no future releases of MyCalls will be supported on the SV8100. Customers wishing to use future releases of MyCalls should consider the SV9100 system.

The following items will be made available until 31/03/2020, allowing migration of SV8100 with MyCalls to be continued.

Order Code	Description
EU000117	LK-MyCalls Single Ver. Upgrade
EU000118	LK-MyCalls Any Ver. Upgrade
EU000120	MyCalls CTI Desktop Single Ver Upg
EU000121	MyCalls CTI DesktopAny Ver Upg
EU000122	LK-MyCalls Agent Single Ver. Upg
EU000123	LK-MyCalls Agent Any Ver. Upgrade
EU000146	MyCalls CTI Desktop Single Ver- 512
EU000147	MyCalls CTI Desktop Any Ver- 512
EU000282	LK-SV8100 MyCalls Cnsl Sing Ver Upg
EU000283	LK-SV8100 MyCalls Cnsl Any Ver Upg

On Behalf of the NEC Enterprise Solutions Portfolio Management Team

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