

End of Version Support Notification Letter

NiCE Application Monitoring Solutions
For use with Microsoft SCOM and HPE OM/OMi
Date of notification: 12. December 2016

To our valued NiCE clients

With the introduction of **newer versions** of the NiCE DB2, BlackBerry, Oracle and Domino management solutions, NiCE announces the **end-of-support for a few older versions** as listed in Table 1.

Solution Versions Affected by this Announcement

Table 1 stipulates the affected solution versions, end of support date and recommended version to migrate to. All clients with an active support contract are eligible to upgrade to the latest version of each solution.

TABLE 1

Solution Version	End of Support	Recommended Version
DB2 Monitoring Extensions		
DB2 MP 4.00, 4.01, 4.02	31-Mar-17	DB2 MP 4.10 or later
DB2 MP 4.03	31-Dec-17	DB2 MP 4.10 or later
DB2 SPI 4.00, 4.01	31-Mar-17	DB2 SPI 4.10 or later
DB2 SPI 4.03	31-Dec-17	DB2 SPI 4.10 or later
DB2 sMP 4.00	31-Mar-17	DB2 sMP 4.10 or later
BlackBerry Monitoring Extensions		
BlackBerry MP 3.x	31-Mar-17	BlackBerry Enterprise MP 7.x
BES 10 MP 4.00	31-Mar-17	BlackBerry Enterprise MP 7.x
BlackBerry MP 4.x	31-Mar-17	BlackBerry Enterprise MP 7.x
BlackBerry SPI 3.1x	31-May-17	BlackBerry SPI 6.00
BlackBerry SPI 6.00	31-Mar-18	End of Sales: 31-Mar-17
Oracle Monitoring Extensions		
Oracle MP 3.10	31-Mar-17	Oracle MP 4.x
Domino Monitoring Extensions		
Domino SPI 5.61	31-June-18	End of Sales: 31-Mar-17
Domino MP 7.00	31-Mar-17	Domino MP 7.01 or later
Log File Monitoring		
LogFile MP 1.30 and before	31-Mar-17	LogFile MP 1.33 or later

Solution Migration Options

Clients with active support contracts are encouraged to upgrade to the latest version of the solutions listed in Table 1. For solution migration information, please log into the NiCE Portal - <https://portal.nice.de/Portal/index.php>.

Should you have any questions or require specific assistance, please email the NiCE Solutions Team at solutions@nice.de. The team can also provide you with further information on an 'upgrade professional services' option, which is available for clients who require assistance to perform the upgrade.

Further Information

For further information about any of the solutions listed in Table 1, please contact the NiCE Solutions Team at solutions@nice.de

We appreciate your business and look forward to continuing to provide you with solutions and services that serve your business needs now and in the future.

Sincerely,
NiCE Solutions Team

Smart Application Monitoring You Can Rely On