



End of Support Notification Letter

Date of notification: November 15, 2022

End of Version Support Notification

To our valued clients and partners,

With the release of new NiCE products or at least newer versions, NiCE announces the end of support for some older versions as listed in the 'end of version support table'.

Product Versions Affected by this Announcement

The end of version support table stipulates the affected product 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 product.

End of version support table

Product Version	End of Support	Recommended Version
BlackBerry Monitoring Extensions		
BlackBerry Enterprise MP 7.10	31.10.2022	End of Life

Product Version	End of Support	Recommended Version
Cluster Monitoring Extensions		
PowerHA MP 1.30	30-Nov-2020	PowerHA MP 1.40 or later
PowerHA MP 1.40		<i>Latest version</i>
Veritas Cluster MP 1.30	30-Nov-2020	Veritas MP 1.40 or later
Veritas Cluster MP 1.40		<i>Latest version</i>



Product Version	End of Support	Recommended Version
DB2 Monitoring Extensions for SCOM		
DB2 MP 4.40 (SCOM)	31-Jun-2023	DB2 MP 5.20 or later
DB2 MP 4.41 (SCOM)	31-Jun-2023	DB2 MP 5.20 or later
DB2 MP 5.00 (SCOM)	31-Sept-2024	DB2 MP 5.20 or later
DB2 MP 5.20 (SCOM)	<i>Latest version</i>	
DB2 Monitoring Extensions for Micro Focus OMi		
DB2 sMP 4.10 (OpsBridge/OMi)	31-Dec-2018	DB2 sMP 4.32 or later
DB2 sMP 4.20 (OpsBridge/OMi)	31-Dec-2018	DB2 sMP 4.32 or later
DB2 sMP 4.30 (OpsBridge/OMi)	30-Apr-2023	DB2 sMP 4.32 or later
DB2 sMP 4.32 (OpsBridge/OMi)	<i>Latest version</i>	
DB2 Monitoring Extensions for HPE Operations Manager		
DB2 SPI 4.10 (MF/HPE ITOM)	30-Jun-2019	DB2 SPI 4.30 or later
DB2 SPI 4.30 (MF/HPE ITOM)	<i>Latest version</i>	

Product Version	End of Support	Recommended Version
Domino Monitoring Extensions		
Domino MP 7.10	31-Oct-2020	Domino MP 8.00 or later
Domino MP 8.00	<i>Latest version - End of Life planned 31.Dec. 2023</i>	

Product Version	End of Support	Recommended Version
Dynamics CRM Monitoring Extensions		
Dynamics CRM MP 3.10	End of Life	

Product Version	End of Support	Recommended Version
Oracle Monitoring Extensions		
Oracle MP 5.00	30-April-2022	Oracle MP 5.20 or later
Oracle MP 5.10	31-December-2023	Oracle MP 5.20 or later
Oracle MP 5.20	<i>Latest version</i>	



Product Version	End of Support	Recommended Version
Log File Monitoring Extensions		
Log File MP 1.33	Only Log File Monitor 2.0 supported	
Log File Monitor MP 2.0	<i>Latest Version</i>	

Product Version	End of Support	Recommended Version
MongoDB Monitoring Extensions		
MongoDB 1.00	<i>Latest Version</i>	

Product Version	End of Support	Recommended Version
Microsoft 365 Monitoring Extensions		
Active 365 MP 3.00	30-Nov-2021	Active 365 MP 4.1 or later
Active 365 MP 3.10	31-Mar-2023	Active 365 MP 4.1 or later
Active 365 MP 3.20	31-Mar-2023	Active 365 MP 4.1 or later
Active 365 MP 3.30	31-Mar-2023	Active 365 MP 4.1 or later
Active 365 MP 4.0	31-Mar-2024	Active 365 MP 4.1 or later
Active 365 MP 4.1	<i>Latest version</i>	

Product Version	End of Support	Recommended Version
VMware Monitoring Extensions		
VMware MP 5.00	30-Jun-2020	VMware MP 5.20
VMware MP 5.10	31-Dec-2020	VMware MP 5.5
VMware MP 5.20	31-June-2023	VMware MP 5.5
VMware MP 5.3	31-June-2023	VMware MP 5.5
VMware MP 5.4	Not announced.	VMware MP 5.5
VMware MP 5.5	<i>Latest version</i>	

Product Version	End of Support	Recommended Version
zLinux & Linux Power Monitoring Extensions		
Latest versions	Please request from solutions@nice.de	



Product Migration

Clients with active support contracts are encouraged to upgrade to the latest version of the products listed in the end-of-version-support table.

Should you have any questions or require specific assistance, please email the NiCE Solutions Team at solutions@nice.de. The team can provide further information on professional upgrade services for clients who require assistance performing the upgrade.



For Further Information

For further information about products listed in the end of version support table, please contact the NiCE Solutions Team at solutions@nice.de.

We appreciate your business and look forward to continued provisioning of solutions and services that serve your business needs now and in the future.

Looking forward to smartening up your enterprise application monitoring!

Sincerely,

Your NiCE IT Management Solutions Team

Smart Application Monitoring You Can Rely On