



## Nimsoft products – End of Sales and Support announcements

Last updated: March 2013

### **Product related End-of-Sales / End-of-Support announcements**

According to our End of Sales/Support policy, Nimsoft will end all sales of a product 3 months after the End-of-Sales announcement has been published. Nimsoft will end all support and maintenance of a product 12 months after the End-of-Support announcement has been published

Product	Announcement	End of Sales	End of Support
<b>Report Engine</b>	December 31, 2011	June 30, 2013	June 30, 2014
<b>Indicative</b>	September 30, 2012	October 1, 2012	September 30, 2013
<b>Real User Monitoring</b>	September 30, 2012	August 1, 2012	July 31, 2013
<b>qos_engine</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>assetmanagement</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>cim_traps</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>dom_traps</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>power</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>timeq</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>remedy_response</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>TNGwvf</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>TNGgtw</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>TNGobjects</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>web_alarms</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>temperature</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>wins_response</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>netware</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>cluster_monitor</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>dashboard_server</b>	January 31, 2013	April 30, 2013	January 31, 2014
<b>ccm_manager</b>	January 31, 2013	April 30, 2013	January 31, 2014

## **End of Support for Server releases**

Nimsoft’s policy is to support current and previous GA releases of our server products. When a new main release of a server product reaches General Availability this release will be assigned status as “current”. The preceding server release will be assigned status as “previous”. The server release that held the “previous” status prior to the GA release event will no longer be supported.

### **Support policy:**

**Limited support** - Our Support Help Desk will assist in tracking down issues. Any bug fixes required in order to remedy a problem will, however, be implemented in a supported version of the server product. Thus, the customer may have to upgrade to a supported, preferably the latest version of the server product, before deploying the fix.

**No longer supported** - Customers reporting an issue related to a version of a server product which is no longer supported will be asked to upgrade to a supported version before our Support Help Desk will engage in tracking down the problem. Should Support choose to engage the assistance will be limited to making an attempt to verify if the issue has been resolved in the current version of the product. If the issue still remains in the current version of the server product it will be addressed in the current or an upcoming version of the server product.

Product	Status	End of Support	Replacement version
<b>Unified Management Portal 6.5</b>	Current		
<b>Unified Management Portal 6.2</b>	Previous	Not yet announced	UMP 6.5
<b>Unified Management Portal 6.0</b>	Supported	Not yet announced	UMP 6.5
<b>Unified Management Portal 2.6x</b>	Limited	Not yet announced	UMP 6.5
<b>Unified Management Portal 2.5x</b>	No longer supported	March 31,2013	UMP 2.6.2→ 6.5
<b>Nimsoft Management Server 6.5</b>	Current		
<b>Nimsoft Management Server 6.2</b>	Previous	Not yet announced	NMS 6.5
<b>Nimsoft Management Server 6.1</b>	Supported	Not yet announced	NMS 6.5
<b>Nimsoft Management Server 6.0</b>	Limited	Not yet announced	NMS 6.5
<b>Nimsoft Management Server 5.6.1</b>	No longer supported	March 31, 2013	NMS 6.5
<b>Unified Reporter 6.5</b>	Current		
<b>Unified Reporter 1.9</b>	Previous	Not yet announced	UR 6.5
<b>Unified Reporter 1.8</b>	Limited	Not yet announced	UR 1.9 → 6.5
<b>Unified Reporter 1.7</b>	No longer supported	March 31, 2013	UR 1.9 → 6.5

## **End of Platform and Database Support for Nimsoft Monitor Server**

Nimsoft will end all product and assisted support for the following operating systems and databases for Nimsoft Monitor at the versions specified

Vendor	Version	Nimsoft Component	NMS version dropping support
HP-UX OS	HP-UX 11i v1 (11.11) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v2 (11.23) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v3 (11.31) on PA-RISC32	Robot	NMS 6.0
	HP-UX 11i v1 (11.11) on PA-RISC64	Robot	NMS 6.0
	HP-UX 11i v1 (11.11) on Itanium 64	Robot	NMS 6.0
MS Windows	Windows Server 2003 32 bit	NMS	NMS 6.5
	Windows Server 2008 Itanium	Robot	NMS 6.5
	Windows Server 2003 Itanium	Robot +Hub	NMS 6.0
	Windows XP & Vista	Robot +Hub	NMS 6.0
Linux	RedHat 5 & 6 32 bit	NMS	NMS 6.5
	SUSE 11 & 12 32 bit	NMS	NMS 6.5
	CentOS 5 & 6 32 bit	NMS	NMS 6.5
Solaris	Solaris 10 & 11 x86 32 bit	NMS	NMS 6.5
	Solaris 8 & 9 Sparc 32&64	NMS	NMS 6.0
	Solaris 8 Sparc 32	Robot +Hub	NMS 6.0
	Solaris 9 Sparc 32	Robot +Hub	NMS 6.0
AIX	PowerPC 5.2 32/64 bit	Robot +Hub	NMS 6.0
	PowerPC 5.3 64 bit	Robot +Hub	NMS 6.0
AS400/iSeries	V5R1/R2	Robot	NMS 6.0

## **End of monitored version support for Probes**

Nimsoft in general is not able to continue providing monitoring support for products (applications, databases, and so forth) after the vendors have themselves ended support for the product. Other issues beyond our control may also prevent us from continuing our monitoring support for, typically, older versions of the product being monitored.

Product	Nimsoft product	Announcement
<b>Oracle RDBMS 8.1.7</b>	Oracle probe	Starting with version 4.0 of the oracle probe the Oracle RDBMS 8.1.7 will no longer be supported. Customers require monitoring of Oracle RDBMS 8.1.7 should continue using probe version 3.93 for this purpose.
<b>Windows Server 2000</b>	ntevl 3.02	Due to an issue beyond our control, accessing the event log on servers running Windows Server 2000 using WMI may result in very high CPU usage and potentially crash the system. Hence, starting with ntevl 3.x this version of Windows Server will no longer be supported. Customers dependent on monitoring of servers running Windows Server 2000 should continue using ntevl 2.33.
<b>IIS 5.0</b>	IIS 1.5x	Microsoft has ended support for Internet Information Services 5.0
<b>SQL Server 2000 Enterprise Edition</b>	Sqlserver 4.8x	Microsoft has ended Mainstream support for Sqlserver 2000 Enterprise edition in 2008 and will be ending extended support in Sep-2013
<b>Exchange Server 2003 Enterprise Edition</b>	Ex_Monitor 4.0x	Microsoft has ended Mainstream support for Exchange Server 2003 Enterprise Edition in April 2009 and will be ending extended support in Aug-2014
<b>Exchange Server 2003 Standard Edition</b>	Ex_Monitor 4.0x	Microsoft has ended Mainstream support for Exchange Server 2003 Enterprise Edition in April 2009 and will be ending extended support in Aug-2014
<b>WebSphere Application Server 5.1.X</b>	Websphere 1.6x	IBM has ended support WebSphere Application Server 5.1.X from Sep-2008
<b>WebSphere Application Server 6.0.X</b>	Websphere 1.6x	IBM has ended support for WebSphere Application Server 5.1.X from Sep-2010
<b>DB2 Enterprise Server Edition 9.1.0</b>	Db2 4.0x	IBM has ended support for DB2 Enterprise Server Edition 9.1.0 from April-2012
<b>Oracle Database 10.1</b>	Oracle 4.5x	Oracle has ended support for Oracle DB 10.1 from Jul-12 onwards
<b>Sybase RS 12.5.X Sybase RS 12.6.X</b>	Sybase_RS 1.2x	Sybase has ended support for Sybase RS 12.5.x on Aug-07 and Sybase RS 12.6.x on Oct-10
<b>Sybase 12.5</b>	Sybase 4.1x	Sybase has ended support for Sybase 12.5 on Aug-07
<b>Citrix client 11.x</b>	ICA Response 2.5x	Citrix has withdrawn support for Citrix client 11.x