

END OF LIFE (EOL) AND END OF SALE (EOS) ANNOUNCEMENT FOR HCL PRIME HOME RELEASES 5.X, 6.3



EOL Announcement Number: EOL2019-1001

EOL Announcement Date: **June 30, 2019**

HCL announces EOL and EOS of Prime Home software release 5.x and 6.3. The milestone events, descriptions, and dates for these affected products are shown below. Customers with active Support contracts will continue to receive support from the HCL TAC, per the terms and conditions specified in the support contract.

Event	Description	Date
EOLA – End Of Life Announcement	The date this announcement is being made public	June 30, 2019
EOS – End Of Sale	The last date the product will be available to purchase.	June 30, 2019*
EOM – End Of Maintenance	The last date after which HCL will no longer issue maintenance releases, bug fixes, patches, or updates. After this date HCL Engineering will no longer develop, maintain, or test the software. Minor Releases, Maintenance Release, and Patches will continue to be available through the EOM date.	Software release 6.3: June 30, 2019* Software release 5.x: December 31, 2020**
EOSL – End Of Support Life	The last date after which product Support will no longer be available. Support may be renewed at any time within the Support Lifecycle, but must terminate as of the EOSL date	December 31, 2020**

* End of Sale date will be effective immediately and not at a future date. These products were acquired from Cisco in 2017 and there have been no new sales for several years. In addition, the oldest release on the 6.x branch that was transferred to HCL is 6.5, so no further engineering work is possible on 6.3.

** HCL is accelerating the End of Support for these releases to 18 months due to the age of these releases and the immediate availability of upgrades (see below).

AFFECTED PRODUCTS

Part Number	Description	Replacement Product
N/A	Cisco Prime Home Release 5.x (all releases of 5.x)	See Below
N/A	Cisco Prime Home Release 6.3 (also known as Panorama)	See Below

PRODUCT REPLACEMENT OPTIONS

HCL encourages customers to contact your HCL sales representative to learn more about the replacement options and to hear upgrade offers and incentives that may be available. If you do not know your sales representative, please contact us at sales-prime-home@hcl.com. HCL will offer managed product service support to assist in your upgrade and ensure service continuity.

Upgrade/Migration options:

- For upgrades from 5.x, please contact us and we can discuss the migration options, which remain the same as what follows, but may require some additional steps in the migration.
- For upgrades from 6.3, there are two options:
 - o Option 1: Upgrade to Prime Home 6.5.
 - Includes all feature and functionality of 6.3, plus many enhancements including performance and stability improvements, customizable “quick action” workflow templates, block/unblocking of chatty devices, enhanced monitoring tools, enhanced provisioning tools (config sets), CWMP session trace, and more.
 - o Option 2: Following the acquisition of Prime Home release 6.5 and based on the same, HCL introduced a next generation IoT device management platform, renamed iCE.X. Upgrade to iCE.X 7.0 to receive these benefits:
 - Includes all features and functionality of 6.3 (and 6.5)
 - Cloud-scale, future proof architecture extensible to new device types including in-home IoT device management
 - Modernized software packaging and deployment, containerization, orchestration on OpenShift to enable elastic deployments, hitless upgrades
 - Replacement of Oracle™ database with open source Postgres
 - XMPP Server (Annex K) support
 - Hyper-scale to hundreds of millions of connected things
 - Zero-touch secure onboarding of devices, powered by Intel™ SDO
 - AI/ML based analytics with autonomous problem detection and self-healing
 - 10-100x faster real-time insights as compared to competition powered by Actian™
 - Zero-touch end user Self Care that includes an NLP AI based chatbot and ML based SmartFAQ

For more information, reference the HCL ERS Products and Solutions EOL Policy at: <https://www.hcltech.com/ers/telecom/ice.x/announcements>



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