

## End Of Support Notification

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February 8th, 2021

### **MAXPRO® VMS / NVR End Of Support Schedule**

Dear Esteemed Customer,

Due to the introduction of newer products and evolution of Video technologies, Honeywell will no longer provide support for the requirements of new features, integration and cyber security updates for the legacy commercial video products in the list below effective 31<sup>st</sup> March 2021:

- **MAXPRO VMS R5XX**
- **MAXPRO NVR R5.X**

MAXPRO VMS R5XX and MAXPRO NVR 5.X will no longer be supported after 31st March 2021. This means that the product will no longer be manufactured by or available from Honeywell.

In addition, this means that product and security updates will no longer be provided after that date. Because security updates to these versions will no longer be provided, continued use of unsupported versions may result in potential cyber vulnerabilities that could impact your operations, equipment, data or networks.

The MAXPRO VMS R5XX and MAXPRO NVR 5.X functional replacements are MAXPRO VMS R630 and MAXPRO NVR 6.3. Honeywell encourages you to update to MAXPRO VMS R630 and MAXPRO NVR 6.3 as soon as practical, and to always update to the latest released versions as they come out to enjoy the best technology and to get technical and cyber support.

However Honeywell will have no obligation if defects resulting from unauthorized modification, misuse, vandalism, alterations of serial number, or other causes unrelated to defective materials or workmanship, or failures related to batteries of any type used in connection with the products sold.

The IT industry has been evolving fast and most of legacy kernels such as Open Source Software (OSS) and drivers have not been updated by the suppliers. It makes it difficult for Honeywell to provide further support for End of Life (EOL) products. With this announcement of End of Support on mentioned products, Honeywell will no longer provide support for the requirements of new features, integration and cyber security updates.

Thank you for your business and continued support.