



HONEYWELL BUILDING AUTOMATION
Commercial Security
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**SUBJECT: END OF SUPPORT NOTIFICATION
NEVERFAIL PERPETUAL SOFTWARE LICENSE**

DATE: August 4, 2025

Dear Partners, Integrators and Customers,

Please be advised that the 3rd Party Supplier Neverfail's perpetual software license **has reached end of support on May 31, 2025**, and will no longer be available for resell. To ensure continued support and access to the latest features, customers are encouraged to transition to the Neverfail Subscription model.

Neverfail Plugins are vital to the performance and resilience of the Neverfail Continuity Engine. These plugins:

- Deliver deep integration with mission-critical applications
- Simplify system configuration and enhance monitoring
- Enable proactive recovery to ensure continuous application availability

Upgrading ensures your IT environment remains robust, responsive, and fully supported in today's fast-paced digital landscape.

What this means to Our Customers:

- Neverfail has moved from a perpetual license model to a subscription model. Customers are required to renew their software subscription of their license to use the software. The line item for this is Neverfail HA/DR/HADR Software Subscription.
- Neverfail has moved from Standard & Enterprise Support options to just offering Enterprise Support.
- Neverfail has moved from bundled license packages to separated out line items for revenue recognition purposes - instead of a bundled license & installation - Neverfail has a new license sold with required line items: Subscription Activation + Software Subscription + Installation (if Neverfail needs to perform) + any applicable plugin subscriptions.
- Neverfail is now requiring protected application plugin subscriptions for each license.
- Neverfail is now releasing new updated versions of the product on a quarterly basis to adhere to security vulnerabilities, as well as maintenance and bug fixes.

What This Means to Our System Integrator Partners:

- Neverfail's perpetual software license will no longer be available to resell from Honeywell. All part numbers in SAP will be inactivated and removed from the Price Books in all regions where they were sold before.
- Technical Support for Neverfail's perpetual software license will be discontinued.
- Help customers to upgrade Neverfail perpetual software license to Subscription license model

Upgrade Path To Neverfail Perpetual Software License		
If Using:	Description	Replacement
NFBCE-SP	Neverfail - 24/7 Support Add-On	No longer applicable - this is included in Enterprise Support option, which is the ONLY option.
NFHALAN	Neverfail license for SQL Server	This is no longer applicable - As this is for a full license - the replacement for this is HA Subscription Activation, HA Software Subscription & HA SQL Plugin Subscription line item + applicable HA plugin subscriptions
NFHALAN-TRIOS	Neverfail tertiary license	This is no longer applicable - As this is for a full license - the replacement for this is an HA+DR Subscription Activation, HA+DR Software Subscription line item + applicable HA+DR plugin subscriptions
NFHAWAN-KIT	Neverfail High Availability WAN KIT	This is no longer applicable - As this is for a full license - the replacement for this is a DR Subscription Activation, a DR Software Subscription line item + applicable DR plugin subscriptions
NFIMPOS	Neverfail on-site set up	We do not currently offer ON-SITE Installation in our price list, we offer Remote Installation. If this is required, we do custom pricing for travel fees.
NFRMTINSTALL	Neverfail Remote Install	This is currently offered based on deployment: NFPSRHA NFPSRDR NFPSRHADR
NFSUPP-BASE	Annual Standard Software Support Agreement	No longer applicable as Software Support Agreement is included in the HA Software Subscription line item
NFSUPP-TERT	Neverfail annual support & maintenance	No longer applicable as Software Support Agreement is included in the HA+DR Software Subscription line item
NFSUPP-WS	Neverfail - Annual Renewal WANsmart	No longer applicable as Software Support Agreement is included in the DR Software Subscription line item.
NFXSQP	Neverfail for SQL Server High Availability	This is no longer applicable - As this is for a full license - the replacement for this is HA Subscription Activation, HA Software Subscription & HA SQL Plugin Subscription line item + applicable HA plugin subscriptions
NFXWS-L-1-4	Neverfail Software Continuous Availability Suit	No longer available.

Please contact your Honeywell sales representative for more information about migration options and requirements. Thank you for your understanding and continued partnership and support.

Yours sincerely,

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