



Product Advisory – EOS

Date: January 1, 2020
Product: XDS NETWORK AND CONTENT MANAGEMENT SYSTEM V5 and prior
Reason: End-of-Service (EOS) Notification

ATX Networks announces an End-of-Service (EOS) for its XDS-NMS Network and Content Management V5 and prior for the XDS Radio Distribution Platform series of products. Microsoft has stopped support on their MS SQL 2014 and prior starting 7-9-2019. ATX will no longer be able to support installation or upgrades of this product beyond the dates shown below. As such the purpose of this communication is to serve as official notice regarding the start of the EOS process for XDS Network and Content Management System V5 and prior.

Product Specific Lifecycle Information

We strive to follow the ATX Product Hardware and Software Lifecycle Support Policy (see last page), in this instance component and supply issues for the XDS Network and Content Management System V5 and prior product mandates that general EOS support intervals be constrained. As such, the table below includes lifecycle milestones with associated dates specific to the product.

XDS-NMS V5 Lifecycle Milestones

Milestone	Definition	Date
End-of-Support (EOS)	ATX no longer supports this product	June 30, 2020

Products Included in this Bulletin

SKUs affected by this notice include:

ATX Part Number	Description
XDS-NMS V5 and Prior	XDS Content Management System v5 software including web portals, services, and database

Recommended Replacements or Alternative Products

The following skews can we used as a one to one backward compatible replacements:

ATX Part Number	Description
XDSvZ	XDS Content Management System v7 software components web portals, services, and database

ATX Networks would like to thank you in advance for your understanding and continued support.

ATX Product Hardware and Software Lifecycle Support Policy

Lifecycle	Software	Hardware
Active	<ul style="list-style-type: none"> • 90 Day Factory S/W Warranty • S/W Generally Available (GA) for deployment • Minimum 1 year Active interval • Standard Warranty terms apply for 90 days • ATX Care Support Plan required thereafter • Corrective content via Maintenance releases 	<ul style="list-style-type: none"> • One (1) year Factory H/W Warranty • Hardware currently manufactured and available for order • Standard Warranty and ATX Care terms apply
Inactive (Software) or MD – Manufacturing Discontinued	<ul style="list-style-type: none"> • Minimum 1 year Inactive interval • Targeted corrective content (Outage, BC) with ATX Care 	<ul style="list-style-type: none"> • One (1) year Notice Period to MD • Not available for new deployments and expansions • Customer specific exceptions may be made based on MPSA
Retired (Software) or EOL: End-of-Life (Hardware)	<ul style="list-style-type: none"> • Minimum 3 year Retired interval • No corrective content available • Emergency Recovery only (no RCA) with ATXCare Support Plan • No Security patching 	<ul style="list-style-type: none"> • Minimum (3) year Post MD support window • ATX no longer supports advancement replacement of H/W as existing stock may have been exhausted but MAY still provide a best effort repair service
EOS: End-of-Support	<ul style="list-style-type: none"> • ATX no longer supports the product 	<ul style="list-style-type: none"> • ATX does not support the H/W and support for certain H/W may be removed from S/W releases

Note that customer and contract specific terms and conditions may apply that supersede the above policy intervals.

Global Services & Support

Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

Toll Free: 866.YOUR.ATX (866.968.7289) USA & Canada only – Select Option 1

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Send Purchase Orders

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