

End of Life and End of Sale Update – January 2022

Hammer and OneSight

Summary

This document details end of life and end of sale status on products that are part of the Infovista Hammer and OneSight portfolio. This document will be updated periodically to reflect any changes or updates. Note that there is no End of Sale update information since hardware is no longer sold.

Software

End of Life for Hammer and OneSight software releases is governed by Infovista’s software support policy which is *as follows*:

Infovista will provide Customer all Bug Fixes, Minor Releases, Major Releases, and enhancements to the Software which it makes generally available to its other licensees of the Software under contract for Infovista Technical Support for no additional fee, together with all required amendments to the associated Documentation. Technical Support is provided for Current Software Revisions only. “Current Software Revisions” are defined as (a) the two most current “minor” releases of the current major version; and (b) the last released “minor” release of the previous major version.

NOTE: For the sake of clarity, no technical support or bug fixes will be provided for software beyond its end of life date. For software that has reached end of life, technical support and resolution of any issues requiring bug fixes will require an upgrade to a software release that has not reached an end of life date.

The table below is a useful guide for understanding current revisions of the software:

Current as of January 1, 2022	Last 2 Minor Releases Supported	Last Minor of Previous Major
Hammer IP 8.0	7.8 / 7.7	6.7
CallMaster 8.0	7.8 / 7.6	6.7
OneSight 12.4	12.2 / 12.3	11.2
Hammer Virtual Agent 1.8	1.7 / 1.6	N/A
Hammer RTC 1.0	N/A	N/A
Hammer Ohm Desktop 1.0	N/A	N/A

End of life dates in this table are targets based on the above policy; as newer versions of software are released, the older versions will hit End of Life / End of Support. These dates will be updated if dates for future releases change.

Software Version	Target End of Life / End of Support
Hammer IP / CallMaster 6.7	March 2022
Hammer IP / CallMaster 7.6	March 2022
Hammer IP / CallMaster 7.8	March 2023
Hammer IP / CallMaster 8.0	March 2024
OneSight 11.2	May, 2022
OneSight 12.2	May, 2022
OneSight 12.3	May, 2022
OneSight 12.4	May, 2023
Hammer Virtual Agent 1.6	March, 2023
Hammer Virtual Agent 1.7	March, 2023
Hammer Virtual Agent 1.8	March, 2024
Hammer RTC 1.0	March, 2024
Hammer Ohm Desktop 1.0	March, 2024

Operating Systems

End of Life for End of Support for operating systems means that Empirix will no longer test application software on hardware running that operating system version. Any operating system release with a number lower than the lowest number on the chart is considered to already be End of Support.

Software Version	Target End of Life / End of Support
Microsoft Windows Server 2016 64-bit	January, 2023
Microsoft Windows Server 2019	January, 2026
Windows 10 (Hammer Ohm Desktop only)	January, 2026

Databases

Microsoft Database Interoperability Support	Target End of Life / End of Support
SQL Server 2016 – Service Pack 1,2,3	January, 2023
SQL Server 2019	January, 2026