

# ICPAM EOS and EOL Announcement

Identiv has announced the end-of-sale (EOS) and end-of-life (EOL) dates for the Identiv Connected Physical Access Manager. The last day to order the affected product(s) is May 30, 2021. Customers with active SSAs will continue to receive Identiv Technical Support as shown in the ICPAM EOL bulletin.

The table below describes the EOL milestones, definitions, and dates for the affected product(s).

For customers with active and paid SSAs, support will be available under the terms and conditions of the agreement.

Milestone	Definition	Date
<b>EOS and EOL Announcement</b>	The date the document that announces the EOS and EOL of a product is distributed to the general public.	March 1, 2021
<b>EOS Date</b>	The last date to order the product through Identiv Dealers. The product is no longer for sale after this date.	May 30, 2021
<b>Last Ship Date: Application Software and Hardware</b>	The last-possible ship date that can be requested of Identiv. Actual ship date is dependent on lead time.	June 14, 2021
<b>End of Software Releases Date: Application Software (ICPAM 4.0)</b>	The last date that Identiv engineering may release any final software application releases.	March 15, 2021
<b>End of Software Releases Date: ICPAM Maintenance</b>	The last date that Identiv engineering may release any final software maintenance releases or security related fixes. After this date, Identiv engineering will no longer develop, repair, maintain, or test the product software.	May 30, 2022
<b>End of Software Support Agreement Attachment: ICPAM Application</b>	The last day that Identiv will allow software support agreements to be added or extended for current ICPAM systems.	May 30, 2021
<b>Last Day of Support: ICPAM Software</b>	The last date to receive applicable service and support for the product as entitled by active support agreements. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 30, 2022
<b>Last Day of Support: ICPAM Hardware</b>	The last date to receive applicable service and support for the product as entitled by active hardware warranties. After this date, all support services for the product are unavailable, and the product becomes obsolete while running on an ICPAM system.	May 30, 2023

# ICPAM EOS and EOL FAQs

Identiv has announced the end-of-sale (EOS) and end-of-life (EOL) dates for the Identiv Connected Physical Access Manager. The last day to order the affected product(s) is May 30, 2021. Customers with active SSAs will continue to receive Identiv Technical Support as shown in the ICPAM EOL bulletin.

## Why is Identiv announcing the end-of-sale and end-of-life of Identiv Connected Physical Access Manager?

Identiv has decided to announce the EOS/EOL of ICPAM to align with the product life cycle of currently deployed Cisco CPAM Hardware. ALL Cisco CPAM hardware officially goes EOL May 31, 2021. Identiv released ICPAM 3.0 in January 2018, which included support for Hirsch Mx Controllers. This gives ICPAM end-users the ability to migrate and replace aging, obsolete CPAM hardware with multi-door Mx access control panels. Identiv will continue to support ICPAM and all connected Identiv-branded products until the EOL date noted. We have detailed our EOL policy in this bulletin to help customers better manage their EOL transition and to understand the role that Identiv can play in helping to migrate to alternative Identiv PACS platforms and technology.

## If I am a dealer with customers on Cisco Physical Access Manager (CPAM), what will be the last day to migrate these systems to ICPAM?

The last day to migrate users to ICPAM and qualify for coverage under a paid SSA will be on May 31, 2021.

## Will Identiv provide support for Cisco-branded hardware once a system has been migrated to ICPAM and covered under an ICPAM SSA?

ICPAM software supports the operation of Cisco-branded hardware that meets the minimum requirements specified in the ICPAM Software User Guide. Identiv SSAs do NOT cover Cisco-branded Operating System Software (i.e., firmware system software that runs on Cisco hardware).

## Will Identiv allow customers to migrate to ICPAM after the EOS date?

No. The last day to qualify for paid ICPAM SSA coverage will be May 31, 2021. Dealers or end-users who migrate after the EOS date will not be eligible to purchase SSA coverage and will not be eligible for technical support.

## Will Identiv offer migration support to another Identiv-branded PACS platform?

Customers may be able to use Identiv's Trade-Up Program where applicable to trade in eligible products and receive credit toward the purchase of new Identiv equipment and software. For more information about Identiv's Trade-Up Program for ICPAM to Velocity or ICPAM to Freedom, end-users should work with their Identiv Dealer or Regional Sales Manager or email [sales@identiv.com](mailto:sales@identiv.com).

## Will Identiv be releasing any software updates after the EOS date has passed?

Yes. Identiv currently has a major software release scheduled for March 2021. This will be the last major software release for ICPAM. After this release, Identiv will only provide workarounds or patches for critical security bugs reported through ICPAM Technical Support.

## How can end-users determine if they are covered under an SSA?

To determine if an end-user is currently covered under an ICPAM SSA, please contact your Identiv Dealer or email Identiv Technical Support at [support\\_icpam@identiv.com](mailto:support_icpam@identiv.com).