LENEL·S2

Date: July 31, 2024

To: **OnGuard North America Value Added Resellers**

From: LenelS2 Product Management Team

Subject: **End of Support: OnGuard® version 8.0 and Updates**

As a reminder, OnGuard® version 8.0 reaches its End of Support (EOS) date as of July 31st, 2024 (extended from January 31st, 2024). As a part of our OnGuard support policy, LenelS2 supports OnGuard versions for three years from the date of initial commercial release. As a result, LenelS2 Engineering will no longer be supporting OnGuard version 8.0 and Technical Support will transition to 'best effort'.

This announcement affects released products related to OnGuard 8.0 (version 8.0.458), and any OnGuard 8.0 Product Updates or Hotfixes.

In order to continue support coverage for your customers, we strongly encourage all LenelS2 VARs to review their customer list, identify systems that are running OnGuard 8.0 (or older versions), and recommend to the customer that an upgrade to a supported version be implemented as soon as feasible.

Please refer to the table below for the list of OnGuard Versions, Release Dates, and End of Support Effective Dates for each version.

Release Versions	Initial Release Date	Commercial Name	End of Support Effective Date
8.2.524	June 2023	OnGuard 8.2	June 2026
8.1.639	June 2022	OnGuard 8.1	June 2025
8.0.458	January 2021	OnGuard 8.0	Extended to July 2024 ~~January 2024~~
7.6.382	**December 2019**	**OnGuard 7.6**	**Extended to December 2023** ~~December 2022~~
7.5.375	December 2018	OnGuard 7.5	December 2021

[For more detail on the supported versions of OnGuard, including Update versions, please see the following LenelS2 Knowledgebase article: https://kb.lenels2.com/home/what-versions-of-onguard-are-currently-supported-by-lenels2]

Customers planning their upgrade from OnGuard 8.0 to a supported version should consider the versions below based on their timing and testing requirements:

- OnGuard 8.2 Update 1 (released January 2024)
- OnGuard 8.1 Update 2 (released July 2024)
- OnGuard 8.3 Release (expected October 2024)
- OnGuard 8.2 Update 2 (expected December 2024)

OnGuard software can be upgraded to a new version as long as a valid Software Upgrade and Support Plan (SUSP) is in place. If a customer's system is not on a valid SUSP contract, a quote can be obtained by sending an email to the SUSP Request Mailbox.

For OnGuard version 8.0 systems on a valid SUSP contract, an updated license for your upgrade versions of OnGuard can be requested through the LenelS2 Connect, or by contacting the Lenel SIG Team.

Should you have any further questions, please contact your LenelS2 representative.

Thank you for your continued support of LenelS2.

Sincerely,

LenelS2 Product Management