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Date: March 22nd, 2024
To: LenelS2 Value Added Resellers
From: LenelS2 Product Management Team
Subject: Mercury Controller Transition: X-Series End-of-Production; M-Series Introduction

Mercury Security, part of HID Global, has recently announced **end-of-production status for the X-Series controllers**, replacing them with the upgraded M-Series controllers. As this change is expected to have an impact on our VARs and end-users, here are some high-level details to help you as you prepare for this transition.

Transition highlights:

- Mercury Security's ramp-down and phase-out of X-Series controllers will occur between Q1 and Q3 2024. The new generation of controllers (M-Series) will be introduced in Q3.
- LenelS2's latest systems will support these new controllers immediately upon their release.
- OnGuard and NetBox customers on older systems will be significantly impacted by this change; those most impacted are customers on OnGuard 7.4 or lower, or NetBox 4.11.04 or lower. The new M-Series controllers will not be supported by these older LenelS2 systems.
- To help ease the transition, LenelS2 will accept final orders of X-Series controllers from our VARs who wish to have an inventory buffer before production ends and supply is finally depleted—these orders will need to be received by LenelS2 by May 1st to assure they can be fulfilled between now and September.
- To further help ease the transition, LenelS2 will work with you to help upgrade your customers facing controller/system obsolescence to at least the minimum OnGuard or NetBox System revision that provides M-Series support (albeit in legacy mode).

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We recognize this is a significant transition for our VARs and end-users, and will be available to help during the transition. Should you have any questions, please contact your LenelS2 Regional Sales Manager for assistance.

Thank you for your continued support of LenelS2.

Sincerely,

LenelS2 Product Management

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