

# End of General Support Notification

## GIS 2 Maps

This notification is to inform you that the affected products listed below have transitioned to “End Of General Support” status. This means they will no longer be updated. Extended support will continue to be available (see definitions below).

From Synergy major release v22.1.100, GIS 2 maps on Synergy systems will no longer receive software updates and will no longer be available as an upgrade for Synergy.

### 1.1 Affected Products

| Affected Part Numbers | Description  |
|-----------------------|--|
| SY-IF-GIS-ESRI        | Synergy 3 GIS Mapping Licence<br>(Per Client license GIS interface using Esri SDK) |
| SY-IF-GISADVANCED     | Synergy 3 GIS Advanced Mapping License including complex shape support             |

### 1.2 Reason for End of General Support

The Esri SDK The technology that provides GIS 2 mapping in Synergy - Esri Runtime Standard SDK – is incompatible with the newer ONVIF libraries required for HTTP Digest authentication. Since the Esri SDK is no longer supported by Esri, we can no longer support GIS 2 mapping alongside the newer ONVIF libraries.

### 1.3 Replacement Product Details

Synectics have been shipping the next-generation Synergy Maps since 2020, which includes support for GIS maps. This is included as standard with all new Synergy installations. Synergy’s ‘Advanced Mapping Module’ is available as an upgrade. Please contact your Synectics sales representative for more info.

| Replacement Product (optional) | Description                     |
|--------------------------------|---------------------------------|
| SY-SW-SYNERGY-MODULE-MAP       | Synergy Advanced Mapping Module |

### 1.4 Notification Dates

| Milestone  | Date          |
|--|---------------|
| Introduction of Synergy Maps – the upgrade path from GIS 2 mapping | December 2020 |
| General Support available until*                                   | October 2022  |
| Extended Support available until*                                  | October 2023  |
| End of Life*   | October 2023  |

\*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

## 1.6 Definitions

**End of Availability** is the point that the product is phased out by Synectics.

**Last Time Buy (LTB)** is the point at which the last order for the product can be made.

**General Support** means that the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

**Extended Support** means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

**End of Life** means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

## 1.7 Supply after End of Availability

In the event that you are supplied this product after the End of Availability date, the notification dates will continue to apply as per this document.

If the product is supplied to you as new, and not as a like-for-like replacement, your warranty period will not be affected by the notification dates listed.

## 1.8 Response

For additional information regarding this notification, please contact your local Synectics representative or read this article: <https://support.synecticsglobal.com/hc/en-gb/articles/7011774343325>