



## Memorandum

**Date:** December 5, 2012  
**To:** Our Valued Customers and Distributors  
**From:** Ofer Aharon, Product Manager, Software Products  
Allan Nicholson, System Architecture Manager  
**Subject:** Notice of End of Life and End of Service for NMX Digital Service Manager v5.7.x and Earlier

The fast-moving nature of the electronics component market has made it increasingly difficult to obtain spare components for many products. In some cases it is no longer possible to get compatible hardware supporting legacy Harmonic software products; in other instances, support from our hardware suppliers is simply unavailable.

As a result, in compliance with Harmonic's product end-of-life procedures, the formal End of Life (EOL) and End of Service (EOS) date for NMX Digital Service Manager firmware versions 5.7.x and earlier will be December 5, 2013. As of this date, Harmonic will no longer guarantee support services for:

- NMX hardware supporting the operating systems used by NMX firmware versions 5.7.x and earlier
- NMX control system versions 5.7.x and earlier
- Harmonic product firmware associated with NMX versions 5.7.x and earlier, including some legacy compression systems
- Third-party products, including routers, interface convertors and networking switches, purchased from Harmonic and supplied as part of an NMX-controlled system running firmware versions 5.7.x and earlier

Up to this EOS date, Harmonic will continue to support the affected products on the following basis:

- Pursuant to its standard warranty, and/or
- Under the terms of the applicable support agreement.

After this date affected devices will remain capable of control via NMX, however no Field Service or Customer Support will be provided. Return-to-base repair facilities will remain available for hardware products on a reasonable commercial efforts basis, subject to component availability. Should new releases of NMX firmware introduce bugs into the control or status of the affected product, they will not be fixed. Users continue to operate these devices at their own risk.

### Affected Products

Control Systems	NMX SW v5.7.X and earlier	
Broadcast Encoders	Electra 1000 SW x_09.07.07.156 and earlier	MV10
	Electra 5000 SW x_09.07.07.156 and earlier	MV12 SW s25.309
	Electra 5400 SW n_09.07.07.156 and earlier	MV20 SW v31.27
	Electra 7000 SW r_09.07.07.156 and earlier	MV25
	Electra 8000 SW d_09.07.07.156 and earlier	MV30 SW g36.04
	ION SW e_09.07.07.156 and earlier	MV40 SW s25.309
	ION HD SW h_09.07.07.156 and earlier	MV45 SW s25.309

	ION SD SW c_09.07.07.156 and earlier	MV50 SW g36.04 MV100 SW g36.04 MV400 SW hd40.14 MV450 SW hd40.14 MV500 SW hd40.14
<b>DSNG Encoders</b>	Ellipse 1000 SW v 2.11.1.1000 and earlier Ellipse 2000 SW v2.11.1.1000 and earlier	
<b>Multiplexers</b>	ProStream 1000 SW v05.07.23.001 and earlier	
<b>Receivers and Decoders</b>	ProView 7000 SW v2.4.1.075 and earlier	
<b>Broadcast Network Gateway</b>	BNG SW 04.05.02.003 and earlier	
<b>Broadcast Network Service Gateway</b>	bSNG SW 01.02.03.002 and earlier	
<b>Third-Party Products</b>	Harris Integrator Router NMS CX 2000 A/B Switch Grass Valley Amethyst Switch Grass Valley Encore Router Radyne DM240 Modulator Radyne 256 QAM Sencore ASM988 Pixelmetrix DV System AppearTV SC2000	Metrotek BERcut Motorola DM6400 ProTelevision Technologies PT5780 Modulator HBS 3000 Series Modulator TGV (Thales) Analyzer Motorola CP7600/7200 Decoder Newtec 2177 Modulator

### System and Product Upgrades

We encourage customers with legacy on-air systems to upgrade to the latest Harmonic NMX, Electra and Ellipse encoders, ProView IRDs, ProStream stream processors and DiviTrack statmux solutions to ensure continued support. These products also provide significantly enhanced performance and features over legacy systems.

Please contact your Harmonic Sales Representative should you have any questions regarding these events and their implications for your operation.

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