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Dear Valued Customer,

As of **October 1st 2016**, the products and product lines listed below are no longer eligible for live technical support.

Should you require technical assistance for these products, you are welcome to utilize our free 24/7 knowledge base located at Pelco.com/kb or our document search via the search icon on Pelco.com. Our knowledge base contains thousands of articles written by Pelco Support Technicians and are designed to provide you with a clear solution to most any problem that you may encounter.

- **Endura DVR5100 Series Recorders**
- **Endura DVR5300 Series Recorders**
- **Endura SEB5100**
- **Endura VCD5000 Series Consoles**
- **Endura ENC5300 Encoders**
- **Endura NVR5100 Series Recorders**
- **Endura NET5300T Series Encoders**
- **Endura NET5300R Series Decoders**
- **Endura GW5000 Gateway**
- **Endura SM5000 System Manager***
    - **Limited support will be provided for SM5000's connected to non-discontinued Endura 2.x components. Software development, improvements and patches will no longer be provided for the SM5000.*

Thank you,

Pelco Technical Support

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Endura® Video Management System End-of-Sale and End-of-Life Announcement

June 6, 2019

After more than 15 years of sales, Pelco announces the end-of-sale and end-of-life dates for the Endura Video Management System and related unique accessories. Customers are encouraged to migrate to Pelco's award-winning, VideoXpert™ VMS.

Introduced in 2015, VideoXpert has been deployed and trusted by discerning customers in numerous mission-critical applications across the globe.

VideoXpert:

- Offers a user-acclaimed, highly responsive, and intuitive user interface
- Delivers outstanding availability (stability and resiliency), scalability, and extensibility
- Scales from 20 to 20,000+ cameras

Additionally, VideoXpert complies with government-driven cybersecurity requirements, including the NIST/Risk Management Framework (RMF) process requirements.

Key Announcement Information

- Table 1 describes the end-of-sale and end-of-life events, definitions, and dates for the affected product(s). See following page(s).
- Several migration options are introduced after Table 1. See https://www.pelco.com/migrate-to-videoxpert for more information.
- Table 2 lists the product part numbers affected by this announcement. See following pages.
- Service and Repair for all warranty items will be available for three (3) years from the date of original purchase as shown in Table 1 of this end-of-life bulletin.
- For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

Table 1. End-of-Life Events, Dates and Definitions

Event	Definition	Date
End-of-Sale (EoS) and End-of-Life (EoL) Announcement Date(s)	The date Pelco made the public announcement for EoS and / or EoL via this document.	April 26, 2019
End-of-Sale (EoS) Date for Software, Hardware, and Related Accessories [1]	The last expected date to order the product through Pelco or its authorized partners. The product is no longer orderable for any scheduled shipment after this date. Quantities of some components are limited. Non-cancelable, non-returnable orders will be accepted on a first come, first serve basis and failure to take receipt of product within 60 days may cause loss of allocation.	March 31, 2020

Event	Definition	Date
Last Ship Date for Hardware or Software	The last possible ship date that can be requested of Pelco and/or its authorized channel partners. Actual ship date is dependent on Pelco determined lead time(s).	April 30, 2020
End-of-SW Maintenance Releases Date	The last date that Pelco Engineering may release any final software maintenance releases or bug fixes. After this date, Pelco Engineering will no longer maintain or repair the product software.	May 3, 2018
End-of-Routine Failure Analysis Date	The last possible date a routine failure analysis may be performed to determine hardware product failure cause or defect.	3 years from the last Ship Date for Hardware
End-of-New Service Attachment Date	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract[2] or add the equipment and/or software to an existing service-and-support contract.	March 31, 2022
End-of-Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	March 31, 2022
Last Date of Support, End-of-Life (EoL) date	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable and the product will become obsolete. [3]	June 30, 2023

[1] Pelco may choose to extend the date depending upon hardware inventory availability. Quantities of some components are limited and will be provided on a first-come, first-serve basis. All accepted orders will be non-cancelable and non-returnable.

[2]Service prices for Pelco products are subject to change after the product end-of-sale date.

[3]Standard warranty applies. Extended warranties will be handled on a case by case basis.

Product Migration Options Include Reusing NSM Hardware

Customers are encouraged to migrate to Pelco's award-winning next generation VMS, VideoXpert™. Available in Enterprise and Professional packages, VideoXpert provides a scalable solution ranging from entry-level surveillance applications to multiple site systems that support tens of thousands of cameras. VideoXpert can be optimized with Pelco hardware or deployed with your own procured hardware. It seamlessly integrates with third-party cameras and technology plugins, and it is always backed by an unparalleled level of support from Pelco.

VideoXpert supports multiple migration paths from Endura, enabling you to leverage your current Endura VMS hardware and infrastructure. You may be able to install VideoXpert software on existing Endura hardware to pull your current system forward into VideoXpert. You can even migrate your Endura database, saving time and effort while gaining the benefit of Pelco's latest VMS.

See https://www.pelco.com/migrate-to-videoxpert for more information, including migration guides.

Pelco Migration Incentives

Endura customers may be eligible for Pelco promotions toward the purchase of comparable Pelco VideoXpert products and licenses. For more information, customers should work with their Pelco Partner or Pelco account team.

Refurbished Product Options

No refurbished hardware options are available for Endura.

Professional Services

Pelco offers Professional Services for assistance in migration planning and implementation. To learn more, please visit Field Services.

Closing Thoughts

Pelco is committed to your success. Our Global Sales team and Channel Partners are prepared to help you migrate to a proven Pelco solution, VideoXpert. We believe VideoXpert will exceed your expectations for a VMS and allow for an optimal migration. Migrating to VideoXpert is the most cost-effective way to extend the life of your Endura hardware.

For questions, comments, or concerns please work with your local Pelco Sales Representative.

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
Servers				
NSM5200-00	Network Storage Manager 0TB No Power Cord	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 00TB, US EU UK Power Cords	
NSM5200-00-EUK	Network Storage Manager 0TB EUK Power Cords	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 00TB, US EU UK Power Cords	
NSM5200-00-US	Network Storage Manager 48TB US Power Cord No HDD	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 00TB, US EU UK Power Cords	
NSM5200-24B	Network Storage Manager 24TB No Power Cord	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5200-24B-EUK	Network Storage Manager 24TB EU UK Power Cords	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5200-24B-US	Network Storage Manager, 24TB 72K US Power Cord	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5200-48	Network Storage Manager 48TB No Power Cord	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5200-48-EUK	Network Storage Manager 48TB EU UK Power Cords	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
NSM5200-48-US	Network Storage Manager 48TB US Power Cord	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5300-00	E31S, Gen 2 Endura NSM Network Storage Manager 0TB EU UK US Power Cords	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5300-24	E31S, Gen 2 Endura NSM Network Storage Manager 24TB EU UK US Power Cords	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5300-48	E31S, Gen 2 Endura NSM Network Storage Manager 48TB EU UK US Power Cords	E1-VXS-48-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5300-72	E31S, Gen 2 Endura NSM Network Storage Manager 72TB EU UK US Power Cords	E1-VXS-72-P	VideoXpert Enterprise RAID Storage Server 48TB, US EU UK Power Cords	
NSM5200-00	Network Storage Manager 0TB No Power Cord	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 00TB, US EU UK Power Cords	
NSM5200-00-EUK	Network Storage Manager 0TB EUK Power Cords	E1-VXS-00-P	VideoXpert Enterprise RAID Storage Server 00TB, US EU UK Power Cords	
System Manager				
SM5200-04P	ENDURA SYSTEM MANAGER, 4TB, EU UK US POWER CORDS	E1-CMG-SVRP	VideoXpert Enterprise Core Media Gateway Server, EU UK US Power Cords	SM5200-04P
SM5200-16-EUK	Enterprise Video Management Sys, 16TB, EUK Power Cord	E1-CMG-SVRP	VideoXpert Enterprise Core Media Gateway Server, EU UK US Power Cords	SM5200-16-EUK
SM5200-16-US	Enterprise Video Management System, 16TB, US Power	E1-CMG-SVRP	VideoXpert Enterprise Core Media Gateway Server, EU UK US Power Cords	SM5200-16-US
SM5200-16P	ENDURA SYSTEM MANAGER, 16TB,	E1-CMG-SVRP	VideoXpert Enterprise Core Media Gateway	SM5200-16P

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
	EU UK US POWER CORDS		Server, EU UK US Power Cords	
Workstation				
WS5050	PC Hardware with Advanced UI5000 Application	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5050
WS5060	Workstation W/WS 5000 System SW	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5060
WS5070	Workstation with WS5200 Switch	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5070
WS5080	Workstation With WS5200 SW, No Power Cord	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5080
WS5080-EUK	Workstation W/WS5200 SW, EUK Power Cord	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5080-EUK
WS5080-US	Workstation W/WS5200 SW, US Power Cord	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5080-US
WS5080P	ENDURA WORKSTATION W/WS5200 SW, EU UK US PWR CRD	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	WS5080P
Decoders				
NET5402R-HD	2 monitor network decoder base unit	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP outputs two monitors
NET5402R-HD-AU	2 Monitor Net Decoder, AU PWR CRD	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP outputs two monitors
NET5402R-HD-CN	2 Monitor Net Decoder, CN	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP outputs two monitors
NET5402R-HD-EU	2 Monitor Net Decoder, EU PWR CRD	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP outputs two monitors
NET5402R-HD-UK	2 Monitor Net Decoder, UK PWR CRD	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
				outputs two monitors
NET5402R-HD-US	2 Monitor Net Decoder, US PWR CRD	VX-A3-SDD	D10U, VX SHARED DISPLAY DECODER, EU UK US POWER CORD	E1-OPS-WKSP outputs two monitors
UDI				
UDI5000-MTRX-AR	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
UDI5000-MTRX-AU	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
UDI5000-MTRX-CN	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
UDI5000-MTRX-EU	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
UDI5000-MTRX-UK	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
UDI5000-MTRX-US	Endura® UDI5000-MTRX Universal Device Interface	N/A		Not needed in VideoXpert
RK-UDI5000	Rack Mount for UDI5200	N/A		Not needed in VideoXpert
Other				
VCD5000	Video Console Display	E1-OPS-WKSP	VideoXpert Enterprise Workstation, w/OpsCenter SW, Up To 2 Monitors, EU UK US Power Cords	
KBD5000	Keyboard for VideoXpert, Endura, and Digital Sentry with modular jog dial, joystick, and keypad	KBD5000	Keyboard for VideoXpert, Endura, and Digital Sentry with modular jog dial, joystick, and keypad	This part will continue
Software				
WS5200-1	2ND GEN WS5000 SW,1 SEAT LIC	N/A		Licensing is different in VideoXpert

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
WS5200-10	2ND GEN WS5000 SW,10 SEAT LIC	N/A		Licensing is different in VideoXpert
WS5200-25	2ND GEN WS5000 SW,25 SEAT LIC	N/A		Licensing is different in VideoXpert
WS5200-5	2ND GEN WS5000 SW,5 SEAT LIC	N/A		Licensing is different in VideoXpert
WS5200-MAP	2ND GEN MAPPING SW,SITE LIC	N/A		Licensing is different in VideoXpert
WS5200-SITE	2ND GEN WS5000 SW,SITE LIC	N/A		Licensing is different in VideoXpert
WS5220-UPG	2ND GEN WS5000 SW UGRADE	N/A		Licensing is different in VideoXpert
WS5220-UPGSITE	2ND GEN WS5000 SW UPGRADE SITE LIC			
Service Parts				
EVFANKIT-2U	Endura Replacement Fan Kit 2U	N/A		Individual parts available
EVFANKIT-3U	Endura Replacement Fan Kit 3U	N/A		Individual parts available
EVFILTER-2U	Endura Replacement FILTER-2U	MF00-4630-042B	G-FOAM, 2U AIR DUST FILTER	
EVFILTER-3U	Endura Replacement -3U	MF00-4450-041C	G-FOAM,AIR DUST FILTER	
HD5000-1000	1000 GB Sata Hard Drive w/carrier	EE11-0001-2113	G-SATA, HARD DRIVE, 7200RPM, 1TB	
HD5200-1000	Replacement 1TB HDD	EE11-0001-2113	G-SATA, HARD DRIVE, 7200RPM, 1TB	
HD5200-2T-72K	Replacement 2TB Drive for NSM-B	EE11-0002-2111	SATA,HRD DRV,1TB,WD RE3	
HD5200TRAY-RP	Replacement for Initial HD5200-Tray	N/A		
NSM5200-FAN	NSM5200 Replacement Mid Fan	WA01-5944-030A	G- 80X80X38MM,NXGEN SYS FAN	
NSM5200-FANB	NSM5200 Replacement Rear fan	WA01-5944-055A	G-NSM REAR FAN,60X60X25	
NSM53-FW-USB	USB FIRMWARE KEY	NSM53-FW-USB		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
SM5200-SSD-40GB	Replacement 40GB SSD	EE12-0220-2200		
DS-EN-HDD-4TB	DS/ENDURA 4TB HDD KIT	EE11-0004-2110	G-SATA HARD DRIVE,4TB,7200 RPM	
DS-EN-SSD-120GB	DS/ENDURA SSD 120GB KIT	EE12-1120-2201	G-SSD, 120GB/150GB 2.5IN,SATA	

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February 2, 2021

Re: Obsolesence of older Sarix Fixed IP Cameras

We are currently shipping Sarix Enhanced 3 Series and Sarix Professional 3 Series cameras.

All previous Sarix Fixed IP cameras including Sarix Enhanced(1), Sarix Enhanced Next Generation (2), Sarix Professional(1), Sarix Professional Next Generation (2), GFC Professional 4K and Sarix Classic ranges have been obsoleted and discontinued over the last ten years. These include the following model numbers:

Sarix Enhanced: IXE?0*, IXE?1*; IXE?2*, IME?0*, IME?1* IME?2, IBE?1*, IBE?2*
Sarix Professional: IMP?0*, IMP?1* IMP?2, IBP?0*, IBP?1*, IBP?2*, IWP?1*,
GFC Professional: IMP83*, IBP83*
Sarix Classic: IX?0; ID?0, IDE?0, IE?0, IEE?0, IM?0

Where “?” denotes a single character and “*” denotes a string of characters.

With capability meeting every need and competitive in capability and pricing, Sarix Enhanced 3 and Sarix Professional 3 deliver leading breadth and depth of video security coverage in Fixed IP cameras.

Sincerely,

Kevin Saldanha

Kevin Saldanha
Principal Product Manager
Pelco

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Date: July 25, 2017

Subject: Obsolescence of Spectra III Series PTZ Domes

To Whom It May Concern,

This letter is to confirm that the Pelco Spectra III series of PTZ dome cameras is obsolete and has been replaced by the Spectra IV series. The obsolescence of the Spectra III series occurred over a period of time from December 2006 through October 2009. The replacement Spectra IV series provides higher resolution, increased zoom capability, and wide dynamic range for improved video quality.

Should there be any questions regarding selection of the appropriate Spectra replacement model, please contact your local Pelco Sales representative.

Regards,

George Blackwell
Director – Board of Change