

Eaton announces end of support for LEGACY Foreseer versions and Power Xpert Reporting

Eaton values the monitoring system investments our customers make and works hard to provide them with industry leading support throughout their entire lifecycles. Today we are making several announcements that will allow our customers to continue to operate their facilities reliability, efficiently and safely.

Foreseer versions 4 and 5 have come to the end of their product support lifecycles. These legacy versions of Eaton's premiere monitoring system have not been subject to active engineering for many years and effective Dec 31, 2019 Eaton's Customer Success Team will discontinue technical phone support for them.

Additionally, July 1st, 2020 will be the final sale of new Foreseer version 6 and Power Xpert Reporting (PXR) installations with technical phone support ending July 1st, 2021. Since the release of Foreseer Version 7 in 2017, Eaton's Customer Success Team has supported these legacy software versions for a period far exceeding the industry standard.

As technology continues to rapidly evolve and the importance of cybersecurity increases, Eaton is committed to helping our customers smoothly transition to the latest release of Foreseer version 7 and Foreseer Reporting Services (FRS) to obtain our most advanced and secure electrical power monitoring and reporting solutions.

Product Name and Version	End of Support
Foreseer Version 4	Ending December 31, 2019
Foreseer Version 5	Ending December 31, 2019
Foreseer Version 6	Ending July 1, 2021 (last sale July 1, 2020)
Eaton Power Xpert Reporting (all versions)	Ending July 1, 2021 (last sale July 1, 2020)

For limited product support through the dates listed above, please contact Eaton's Customer Success Team at 1-800-498-2678 ext 2 or cst@eaton.com.

Foreseer version 7 transition

Eaton strongly encourages Foreseer users to upgrade to the latest version of Foreseer and Foreseer Reporting Services (FRS) to obtain the latest EPMS features and modern cybersecurity protections.

These latest software offerings are products of Eaton's Secure Development Lifecycle process and have been assessed in Eaton's cybersecurity lab that has been certified by UL under UL 2900 cybersecurity standard. Eaton will actively monitor and resolve vulnerabilities in the most current version of software throughout its entire life-cycle providing users with the most robust and secure EPMS software solution.

Current Foreseer and PXR customers may be eligible for transition benefits. As a reminder, current Foreseer Customer Care contract holders receive 90% discount on upgrades! Please reach out to your Power Management Account Manager for additional details and assistance formulating a transition strategy to Foreseer version 7 and Foreseer Reporting Services.

Benefits of upgrading to Foreseer version 7

Legacy Foreseer functionality	Foreseer V7 superior functionality
Web-based graphics interface using Internet Explorer	> Next-generation HTML5 web graphics supporting IE, Edge, Chrome, and Safari; wide range of custom graphic options including site plans, elevations, and multiple levels of electrical one-line diagrams
Standard set of web-based controls for building custom WebViews	> Next-generation controls based on JavaScript with no need for proprietary plug-ins or third-party control; 100% plug-in free
Modbus output to third-party systems	> BACnet, OPC, and SNMP output to third-party systems
Comprehensive integration of Eaton and legacy Powerware product devices	> Designed to support a wide range of third-party devices including custom mapped devices and systems. Currently there are over than 1,000 third party device drivers available
Licensing for a maximum of 3,000 devices per Foreseer instance	> Scalable licensing model that accommodates small systems, as well as enterprise-grade architectures supporting up to 5,000 devices
Basic energy management capabilities, including energy trending and capacity management	> Multiple pre-canned reports for trend and alarm historical data. For expanded application scenarios, Foreseer Version 7 seamlessly integrates to the Eaton Foreseer Reporting Services package, including optional Tenant Billing capabilities
Alarm and Event notification via email services	> Support for retrieving and viewing waveform captures from select power quality monitoring devices including Eaton and select third-party vendors
	> Support for modern Windows OS and SQL Server platforms
	> Leverages modern TLS 1.2 encryption with future support for emerging TLS 1.3 standards
	> Developed per the latest cybersecurity standards and Eaton's Secure Development Lifecycle

Questions

Dave Larson

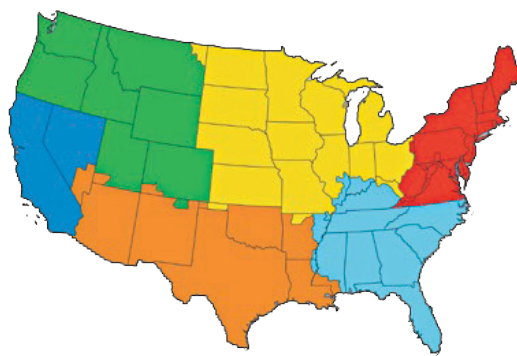
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Technical support

Customer Success Team

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Contact your Power Management Account Manager for transition support:



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