

EnginFrame to EF Portal Migration FAQ

1. When will AWS stop supporting EnginFrame?

Starting Sep 25, 2024, AWS will not offer NICE EnginFrame and EnginFrame Views for new customers both for on-AWS and on-premises usage. AWS will offer technical support for up to 12 months from Sep 25, 2024. We are working with NI SP Software GmbH (NI SP) and EnginFrame (EF) distributors and are committed to making the transition as smooth and non-disruptive as possible. In addition to providing customers with sufficient lead time, we are partnering NI SP to make sure that customers can migrate their existing licenses and support contracts to NI SP with no additional charges.

2. What is the NI SP EF Portal?

The NI SP EF Portal is a drop-in replacement for the NICE EnginFrame Portal developed and maintained by NI SP Software GmbH. It is developed from the same EnginFrame code base, and offers the same features, functionalities, and user experience as NICE EnginFrame. NI SP is committed to add new functionality to EF Portal maintaining backward compatibility and advancing functionality by, for example, adding OS support for Redhat/CentOS/Rocky 8 and 9, Ubuntu 22 and 24, new scheduler versions, adding support for new features such as preview of files in spooler and filesystem view, history, as well as regular updates and enhancements. NI SP has an experienced technical team with over 40 combined years experience in deploying, customizing, and supporting EnginFrame for large enterprise customers. With NI SP EF Portal customers will benefit from a renewed EnginFrame portal replacement ensuring continuous future development and backward compatibility.

3. I am a customer who uses EF on AWS using perpetual licenses and no support contracts. What are my options to continue using EF on AWS?

Customers using EF on AWS will be supported by AWS up to 12 months from the date of deprecation. Customers can opt to transition to NI SP EF Portal by requesting licenses from NI SP at no cost. NI SP EF Portal seamlessly replaces NICE EnginFrame with full backward compatibility, supporting all existing use cases. NI SP offers maintenance and support for the NI SP EF Portal on AWS on request.

You can contact NI SP by sending an email to efportal@ni-sp-software.com. AWS is actively working with distributors from whom customers may have purchased EnginFrame and EnginFrame Views licenses and support SKU's guiding them to work with NI SP going forward. However if your preferred vendor has not been notified you can ask them to contact NI SP.

4. I am a customer who uses EF on-premise using perpetual licenses and no support contracts. What are my options to continue using EF?

Starting Sep 25, 2024, AWS will not offer NICE EnginFrame and EnginFrame Views. Although there is no effect on the perpetual licenses, customers can opt to transition to NI SP EF Portal by requesting licenses from NI SP at no cost. NI SP EF Portal seamlessly replaces NICE EnginFrame

with full backward compatibility, supporting all existing use cases. NI SP offers maintenance and support for the NI SP EF Portal on request.

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5. I am an on-prem EF customer with perpetual licenses and support contracts that I actively use, what are my options to continue using EnginFrame?

Customers with perpetual licenses and an active maintenance and support agreement for NICE EnginFrame portal will receive AWS support for up to 12 months from the deprecation date. Customers can request a perpetual license replacement for the NI SP EF Portal with the same features at no cost. The maintenance and support contract with NICE/AWS can be moved to NI SP and NICE/AWS will transfer the prorated paid support contract amount to NI SP.

6. Who will provide support for NI SP EF Portal? And are there any licensing costs associated?

Support will be provided from NI SP Software GmbH, a skilled team with over 40 years of experience in EnginFrame support, consulting, and professional services. NI SP will provide license and support for NI SP HPC and Views EF Portal at the same pricing and conditions as customer had with NICE EnginFrame - working with their respective vendor. Existing maintenance and support contracts with NICE/AWS can be moved to NI SP and NICE/AWS will transfer the prorated paid support contract amount to NI SP.

7. I purchased on-premise licenses for EnginFrame and applicable AWS/NICE support SKUs from NI SP. Can I transfer those to the new NI SP EF Portal?

Customers who have purchased licenses and active support SKUs for the NICE EnginFrame portal from NI SP can request licenses for NI SP EF Portal from NI SP for free at no additional costs. Their maintenance and support contract will transfer over to NI SP. NI SP will create a new contract having the same support terms as the previous contract. Existing maintenance and support contracts with NICE/AWS can be moved to NI SP working with the respective vendor and NICE/AWS will transfer the prorated paid support contract amount to NI SP. For more details customers can contact NI SP by sending an email to efportal@ni-sp-software.com.

8. I purchased on-premises licenses for NICE EnginFrame and applicable AWS/NICE support SKUs from a vendor other than NI SP. What are my options to continue using EnginFrame on-premises.

Active maintenance and support agreement for the NICE EnginFrame portal will be supported by AWS up to 12 months from the date of deprecation. Customers who have purchased perpetual licenses can request licenses for the NI SP EF Portal from NI SP for free at no additional costs. Existing maintenance and support contracts with NICE/AWS can be moved to NI SP working with the respective vendor and NICE/AWS will transfer the prorated paid support contract amount to NI SP.

9. I have been using EnginFrame on AWS and purchased AWS/NICE support SKUs from a vendor other than NI SP. What are my options to continue using EnginFrame on AWS.

Customers using EF on AWS will be supported by AWS up to 12 months from the date of deprecation. Customers who have active maintenance contracts can request NI SP to take over the maintenance contract working with the respective vendor where NI SP will provide a new support contract for the balance contract period at no additional costs.

10. What is the pricing for new NI SP EF Portal licenses for On-Premise.

Customers with existing perpetual licenses can request NI SP for replacement of their EnginFrame licenses with the same amount of NI SP EF Portal licenses for free at no cost. NI SP maintains the identical pricing and conditions for NI SP EF Portal as customer had with NICE EnginFrame - working with their respective distributor. Customers can buy new EF Portal licenses and maintenance and support from their preferred vendor at the same conditions as in the past for EnginFrame.

11. What is the pricing of NI SP EF Portal on AWS?

EF Portal is free to use on AWS as before with EnginFrame and licensing will work in the same way as with EnginFrame in the past. Customers can request a quote for support and maintenance of the NI SP EF Portal on AWS as support will not be provided for free for EF Portal on AWS.

12. How does the roadmap of NI SP EF Portal look like?

The initial release will additionally support the operating systems Ubuntu 22 and 24, Redhat/CentOS/Rocky 8 and 9, offer new features like Copy and Paste operations for files, preview of file content in spooler and file view, support of latest Tomcat, 4-byte unicode characters, and other new functionality while maintaining backward compatibility. Future versions will feature a configuration editor, dashboard configurator, display of hidden files, banner page configurator, instructions text on the login screen, updated look and feel to modern UI, container support, and other functionality.

13. Will adopting NI SP EF Portal need re-installation and setup?

Installing NI SP EF Portal is the same as an upgrade of EnginFrame. The installer and installation process is the same as with EnginFrame in the past. Adopting NI SP EF Portal will be identically to the NICE EnginFrame installation and requires using the EF Portal installer which works identically like the previous EnginFrame installer. Identically to EnginFrame the EF Portal can be integrated with existing and customized workflows, services and end-user configurations. For more details customers can contact NI SP by sending an email to support@ni-sp-software.com.

14. Will adopting NI SP EF Portal need re-learning how to setup and configure EF to accomplish the existing workflows, internal and end-user configurations?

NI SP EF Portal is a drop-in replacement for NICE EnginFrame and NI SP EF Portal will have identical functionality like NICE EnginFrame with additional features so there no new learning required if you already have experience installing and setting up EnginFrame to accomplish your workflows, internal and end-user configurations. Transition to the NI SP EF Portal will involve the

same tasks as upgrading an existing NICE EnginFrame deployment. NI SP is offering migration and integration support in case of interest

15. Will NI SP support me in migrating to the NI SP EF to accomplish running my existing workflows, internal and end-user configurations? If so what is the level of support offered and will there be a cost?

As EF Portal is a drop-in replacement for EnginFrame and like an upgrade to EnginFrame it is straightforward to migrate existing workflows, integrations and configurations to EF Portal. Using EF Portal in existing environment should be identical to an upgrade of EnginFrame in the past. In case customers are interested in getting support for migration NI SP will offer this as best effort and in case offer migration services. We do not expect other questions to arise than during an upgrade of EnginFrame in the past.

16. We have been using only EnginFrame Views, will there be any changes to that?

Both NI SP EF HPC and EF Views Portal will be a seamless drop-in replacement for EnginFrame. EF Portal offers additional intuitive functionality and improved scheduler and DCV Session Manager integrations but no change to experience as before as EF ensures a smooth transition from EnginFrame.