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Important product update

Janus access control software retiring

Existing customers will receive details soon.

Release. 29-09-2017

Introduction:

The following documents detail the technical issues which have led to the decision.

Rationale:

From January 2015, Microsoft discontinued support for Windows 7 and Server 2008 which are the last 32-bit operating systems supported by Janus. Upgrading Janus sites to Sateon ensures ongoing support for modern server hardware and continuity of the access control system. As the quantity of Janus systems in the field decreases, the cost of supporting each site disproportionately increases.

Availability:

From January 1st 2018, partners and end users will no longer be able to obtain system support for legacy software and hardware without an Extended Support Agreement (ESA), which will become the only means of gaining Grosvenor Technology support after this date.

However, Grosvenor will continue to offer an upgrade path to Sateon Advance; our flagship access control platform, allowing Janus and legacy customers to utilise existing hardware and minimise migration costs* for Janus sites. New and replacement Janus hardware will be available after January 1st 2018, however, an ESA must be in place to obtain support for these items.

Upgrading to Sateon is by far the most cost-effective option available to end users, who also gain access to the additional features that Sateon has to offer. The Janus to Sateon Upgrade programme will then cease on 1st October 2018.

Extended Support Agreements:

ESAs for Janus, Janus Enterprise, Siteguard and NTEC grant access to our technical support teams who operate 9:00-17:30 Monday-Friday (Excluding UK public Holidays).

Please email admin@integra-systems.co.uk to request an ESA quotation which are now available.