



LANrev End-of-Life and Migration to Endpoint Manager

FAQ Document for LANrev Customers

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Executive Summary

Ivanti is announcing the end-of-life of the LANrev powered by Heat products. Ivanti® Endpoint Manager is the successor product. Please plan to migrate to Endpoint Manager at your earliest convenience to benefit from new capabilities and support. Maintenance costs will mostly remain the same when you migrate to Endpoint Manager.

When will the end-of-life process take effect?

Ivanti is starting the end-of-life process immediately. The LANrev product will be supported through the end of September 2019.

Which product should I migrate/upgrade to?

Ivanti Endpoint Manager is the successor product.

What are the benefits of migrating to Endpoint Manager?

You can be rest assured that LANrev functionality will continue to be available in Ivanti Endpoint Manager. Additionally, once you migrate, you'll be able to benefit from even more added value at the same cost as your current maintenance.

<p>LANrev capabilities available within Endpoint Manager:</p> <ul style="list-style-type: none"> ✓ Windows, macOS, iOS, tvOS, and Android support ✓ Hardware and software inventory ✓ Apple profile editor ✓ DEP and VPP ✓ Remote control ✓ Software distribution ✓ OS imaging ✓ Patch management ✓ Power management ☐ Apple School Manager (is on the roadmap for Endpoint Manager) 	<p>Additionally, you will be able to benefit from added value once you migrate to Endpoint Manager:</p> <ul style="list-style-type: none"> + Enterprise-level scalability + Remote device management + Linux support + Robust self-service portal + Integrated security features + SaaS option + Unified IT / ELA
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Can I still buy additional LANrev licenses?

Yes, you can add additional licenses to your existing maintenance / subscription timeframe.

How long will LANrev be supported?

LANrev will be supported through the end of September 2019. For the first 12 months, we will provide updates to fix product issues. The final six months will consist of online and phone support. New features and capabilities will be implemented in Endpoint Manager.

Can I run LANrev and Endpoint Manager at the same time?

Yes, you will be able to run both LANrev and Endpoint Manager at the same time and will receive support for both products until LANrev reaches end-of-life.

What if I'm not ready to migrate to Endpoint Manager?

If you are happy with your existing LANrev version or can't migrate in the short-term due to internal change-management processes, please note that Ivanti Endpoint Manager is the successor solution to LANrev and that you should plan to migrate in your next change cycle to benefit from the latest capabilities and support levels.

How can I get access to Endpoint Manager?

As a LANrev customer with current maintenance and support or subscription agreements, you will be entitled to Ivanti Endpoint Manager production licenses. This process will be carried out by the Ivanti Operations Team. You will receive a notice on how to download your licenses from the Ivanti License portal.

Additionally, the Ivanti Endpoint Manager trial is available on our website. Registration entitles the download of 10 licenses for 45 days.

Is Professional Services needed to migrate to Endpoint Manager?

The help of Professional Services is not required, but it is recommended, especially for large implementations.

What if I have support questions?

As a LANrev customer with a current subscription or maintenance agreement, you can still go through your normal Ivanti support channels.

Where can I learn how to install and use Endpoint Manager?

Please visit the Ivanti community to learn more about Endpoint Manager.

<https://community.ivanti.com/community/landesk/systems>

<https://www.ivanti.com/support/product-documentation>

Who can I contact if I have more questions?

If you have more questions regarding the end-of-life and migration process for LANrev, please contact your sales representative or uem@ivanti.com.



www.ivanti.com



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