Monday, March 14, 2022

Customer Notification – End of Life for the BaseSpace^{TM} Clarity LIMS Reporting Module and Select Versions of BaseSpace^{TM} Clarity LIMS

Dear Customer,

Illumina is writing to inform you that we will be obsoleting all versions of the BaseSpace Clarity LIMS Reporting Module. Effective immediately, Illumina will no longer offer renewals for all versions of the BaseSpace Clarity LIMS Reporting Module. Customers may continue to use their subscriptions until expiration, but no updates, patches, or support will be provided. Please note the Reporting Module may not be compatible with versions of Clarity LIMS beyond version 5.4.

We will also be obsoleting select versions of BaseSpace Clarity LIMS (i.e., v4.0, v4.1, v4.2, v4.3, v5.0, and v5.1) as of June 15, 2022. This decision is due to the end of service announcements by third party vendors for several Clarity components. After June 15, 2022, Illumina will no longer host these versions of Clarity LIMS. On-premise customers may continue to use these versions, but no patches, updates, or customer support will be provided.

What This Means For You

This change is part of Illumina's commitment to providing secure and updated software. Please see below for the table of affected products with important dates.

BaseSpace Clarity LIMS Reporting Module to be Made Obsolete

Effective immediately, customers will no longer be able to renew their BaseSpace Clarity LIMS Reporting Module subscription however, they may continue to use their subscriptions until expiration. The extract transform load (ETL) tool will still be available for use on deployed versions of Clarity LIMS as-is. However, it will not be updated, patched, or supported as of March 14, 2022. The ETL tool has not been tested with BaseSpace Clarity LIMS version 6.0 or above.

All Clarity LIMS subscriptions will include database read-only access, which will allow you to replicate some Reporting Module functionality. Please reach out to your Sales Specialist or to Technical Support for more information.

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Versions to be Obsolesced	Obsolesced Catalog Number	Alternative Products	Alternative Catalog Number
BaseSpace Clarity LIMS Reporting Module On-Premise Subscription (1 Year)	20006516	N/A	N/A
BaseSpace Clarity LIMS Reporting Module and Pro On-Premise Subscription (1 Year)	20006518	N/A	N/A
BaseSpace Clarity LIMS Reporting Module Hosted Subscription (1 Year)	20006515	N/A	N/A
BaseSpace Clarity LIMS Reporting Modue and Pro Hosted Subscription (1 Year)	20006517	N/A	N/A

Important Dates for BaseSpace Clarity LIMS Reporting Module:
- Last Renewal Date: March 14, 2022

Select BaseSpace Clarity LIMS Versions to be Made Obsolete

Effective June 15, 2022, only BaseSpace Clarity LIMS version 6.0 will be supported with continued development, bug fixes, and patches. Although you may continue using your current version, we strongly recommend migrating to version 6.0 to ensure continuity of service and support.

The following versions will continue to be supported without active development and patches will only be applied to the latest minor version of that branch. For example, customers on version 5.4 will still receive critical security patches, but new features will only be released to version 6.0 and higher.

BaseSpace Clarity LIMS Versions with continued customer support and required patches only:
- Version 5.2 – On-premise and Hosted
- Version 5.3 – Hosted only
- Version 5.4 – Hosted only

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Products to be Obsolesced	Obsolesced Catalog Number	Alternative Products	Alternative Catalog Number
BaseSpace Clarity LIMS: Version 4.0 Version 4.1 Version 4.2 Version 4.3 Version 5.0 Version 5.1	N/A	BaseSpace Clarity LIMS Version 6.0	N/A

Important dates for Select BaseSpace Clarity LIMS Versions being made obsolete:

- Last Service Date: June 15, 2022

We're Here to Help

We recognize the impact that an obsolescence notice may have on your operation. We are committed to providing you with the highest quality service and support during this obsolescence process.

For questions or concerns, please contact Illumina Technical Support at techsupport@illumina.com. We greatly appreciate your continued business.

Sincerely,

The Customer Notification Team
Illumina, Inc.
Website: www.illumina.com

Why You're Receiving This Notification

We are sending this notification to you because our records indicate that you are one of the appropriate contacts for your organization. We occasionally need to inform our customers of product changes, product obsolescence, or quality issues.

Accordingly, please note that these notifications contain important information about our products and are not marketing communications. You may, therefore, receive these notifications even if you have opted out of receiving marketing material from Illumina. If you are not the appropriate individual in your organization to receive these types of notifications, please email customernotifications@illumina.com with the appropriate contact. For more information, please see our Privacy Policy.

Technical Support:
techsupport@illumina.com

Customer Care:
customercare@illumina.com

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Page 3 of 3

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