

Infoblox Long-Term Support Program for NIOS

Streamlined Upgrades, Greater Peace of Mind for the Industry-Leading DDI Solution

OVERVIEW AND CHALLENGES

Businesses have never been more dependent on maintaining reliable, responsive, non-stop access to applications and data. This is why thousands of organizations, including most of the Fortune 500, trust Infoblox's flagship Network Identity Operating System (NIOS) to keep their networks secure and available as they expand to new geographies and clouds. Yet even the most reliable applications require ongoing software and security updates. And given the mission-critical nature of DNS, DHCP and IP address management (DDI) software, even the most efficient organizations may worry about the risk of operational disruption when updating it.

Now, Infoblox has reimagined the NIOS DDI software maintenance experience to make updates smoother and more consistent. Our new Long-Term Support program guarantees a longer, two-year support life from the time a new Long-Term Support version is released. When you upgrade to a Long-Term Support release, starting with NIOS 9.0.6, you can continue using the same NIOS software for longer, with fewer major upgrades. You will also now have the same consistent experience for all NIOS updates and upgrades, using an improved interface that provides greater visibility and control, while minimizing risk of errors.

LONG-TERM SUPPORT PROGRAM BENEFITS

MORE CONTROL, GREATER PEACE OF MIND

By moving to a Long-Term Support model, Infoblox is committing to a more predictable cadence for NIOS updates and a longer support life that puts customers in control. Starting with NIOS 9.0.6, you can expect a new Long-Term Support release train every two years, providing a stable, longer-term foundation for your mission-critical DDI platform. With guaranteed support for up to 24 months from the time a new Long-Term Support version is released, you can extend the life of your NIOS deployment, scheduling fewer major upgrades and minimizing risk.

UNIFIED, CONSISTENT UPDATE EXPERIENCE REPLACES CONSOLIDATED HOTFIXES

Previously, Infoblox customers used one interface for major NIOS software upgrades and a separate, specialized interface for minor updates and bugfixes in interim consolidated hotfix (CHF) releases. As part of the new Long-Term Support model, we have eliminated CHF releases. Now, you will have the same consistent experience for all updates and upgrades, simplifying NIOS software maintenance and reducing the risk of errors or confusion.

KEY CAPABILITIES

Longer Support Life

Get industry-leading NIOS network visibility, automation and control, with less frequent major upgrades and greater peace of mind

Unified Update Experience

Simplify maintenance and reduce risk by using the same consistent process for all updates and upgrades

Seamless Upgrades

Ensure smooth upgrades with automated debugging and deep visibility and control at every stage of the update process

SMOOTHER, MORE AUTOMATED UPDATE PROCESS

Whenever you update your NIOS software, the new upgrade interface will analyze your installation for configuration errors, invalid certificates at both member and group levels and other issues that could cause an update to fail. Previously, customers performed these kinds of checks manually, if they did them at all. Now, with this automated debugging, members and groups cannot execute upgrades until they have passed all checks, ensuring a smoother process.

ENHANCED VISIBILITY AND CONTROL THROUGHOUT THE UPDATE PROCESS

Now, you can track the progress of all members and groups through every stage of the update process, verifying that each member has successfully completed distribution, testing and upgrades. You can also schedule when specific members and groups execute upgrades to keep critical DDI services online and resilient throughout the process.

IMPROVED LOGGING TO ENABLE BETTER, FASTER SUPPORT

The improved NIOS update interface now collects more extensive, fine-grained log information throughout the upgrade process. In the unlikely event of an issue during upgrades, Infoblox Support can troubleshoot more effectively and resolve problems more quickly.

For more information, a demo of our solutions for your use cases or to start a NIOS DDI product trial, visit [NIOS on Infoblox.com](https://www.infoblox.com) or contact your preferred partner or account team.



Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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