Local Runtime Environment

Infor LTR

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It started with an email…

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Product Announcement

End of Supplementary Update Maintenance for on-premises Infor OS and Infor OS Lite—support options through to 2030

On December 31, 2024, Infor plans to transition all versions of the products listed below to the next stage of support, as per the Product Lifecycle Policy for Infor OS on-premises (Infor OS OP) products.

The following products will be moved from Supplementary Update Maintenance to Sustaining Maintenance:

- Infor OS
- Infor OS Lite

Why is this change being made?

Many of the underlying prerequisite components Infor OS OP relies on are being retired by their third-party owners. Specifically, Amazon Corretto® 8 (Java®), as well as versions of Microsoft Windows®, Microsoft SQL Server, Microsoft .NET, and other prerequisite technologies.

What does this mean for you?

The Supplementary Update Maintenance for these products will be ongoing until December 31, 2024. After that, they will transition to Sustaining Maintenance, which means that users will still have access to pre-existing patches, documentation, and Knowledge Base articles. However, no new updates or fixes will be provided for these products.

It is important to note that the third-party products required for the Infor OS OP products are also nearing the end of their support cycles. Infor strongly advises you to carefully consider the use of these products and assess the impact on your enterprise. If no action is taken, using Infor OS OP beyond 2025 could potentially expose your environment to security risks.

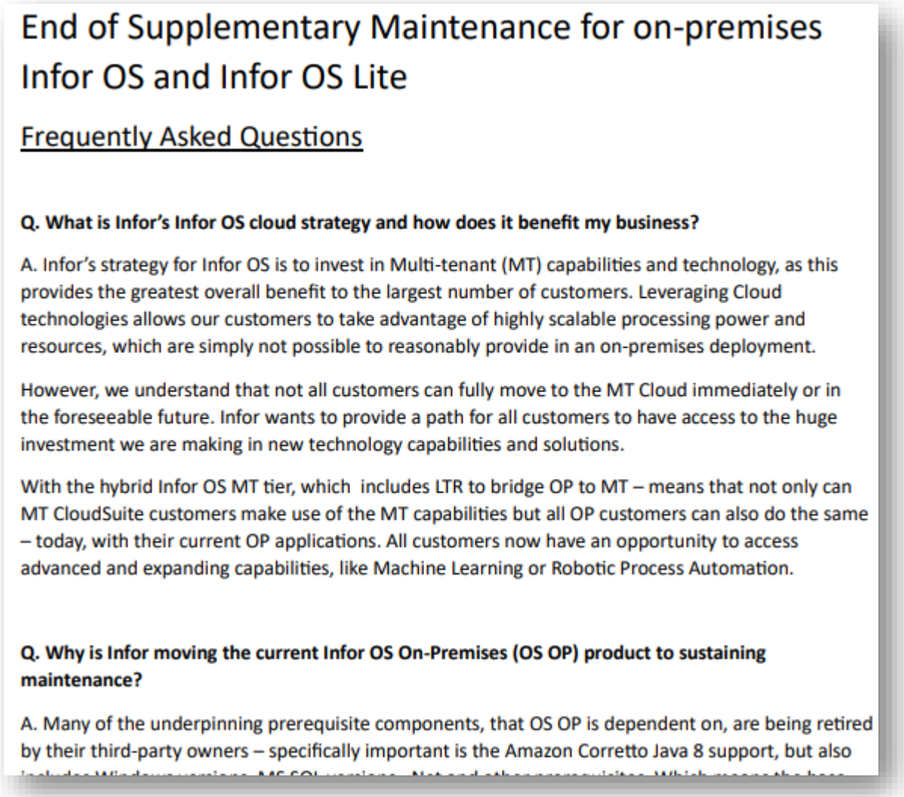
Alternatives moving forward

Infor will be offering two alternatives for customers with any version of the affected Infor OS OP products.

- Customers active on support/maintenance: A no cost license exchange to a new on-premises (OP) product called Local Technology Runtime (LTR).
- All customers: Purchase of access rights to a new multi-tenant (MT) Infor OS tier, which will include a coterminous OP license to the LTR product available in option 1.

Infor Support KB: 2318356

Includes an FAQ:



End of Supplementary Maintenance for on-premises Infor OS and Infor OS Lite

Frequently Asked Questions

Q. What is Infor's Infor OS cloud strategy and how does it benefit my business?

A. Infor's strategy for Infor OS is to invest in Multi-tenant (MT) capabilities and technology, as this provides the greatest overall benefit to the largest number of customers. Leveraging Cloud technologies allows our customers to take advantage of highly scalable processing power and resources, which are simply not possible to reasonably provide in an on-premises deployment.

However, we understand that not all customers can fully move to the MT Cloud immediately or in the foreseeable future. Infor wants to provide a path for all customers to have access to the huge investment we are making in new technology capabilities and solutions.

With the hybrid Infor OS MT tier, which includes LTR to bridge OP to MT – means that not only can MT CloudSuite customers make use of the MT capabilities but all OP customers can also do the same – today, with their current OP applications. All customers now have an opportunity to access advanced and expanding capabilities, like Machine Learning or Robotic Process Automation.

Q. Why is Infor moving the current Infor OS On-Premises (OS OP) product to sustaining maintenance?

A. Many of the underpinning prerequisite components, that OS OP is dependent on, are being retired by their third-party owners – specifically important is the Amazon Corretto Java 8 support, but also

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Why?

How?

What?

When?

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Why?

- Infor’s strategy for Infor OS is to invest in Multi-tenant (MT) capabilities and technology, as this provides the greatest overall benefit to the largest number of customers.
- Although Infor does not further develop Infor OS onprem, Infor needs to maintain the current onprem functionality for many years to come.
- Many of the underpinning prerequisite components are being retired by their third-party owners; specifically important is the Java 8 support, but also includes:
  - Microsoft Windows and SQL Server versions
  - .NET versions
  - Other prerequisites
- Possibility to use Infor MT technology in a hybrid solution.

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Next-gen Infor Technology Platform

- Intelligent apps
- Predictive workflows
- Automated experiences
- Creative enablement

Personalised

Process Intelligence (Mining*)

Generative AI* (Digital ass.)

Enterprise Automation

Prescriptive & Predictive AI

Machine Learning

Robotic Process Automation

Low Code Application Development

Data Fabric (Lakehouse*)

Analytics / EPM

Portal & In-context (UX)

Integration & Workflow

Document Management

Security - SSO

Value creation journey

Standard

Enabling

Transformative

** On Roadmap*

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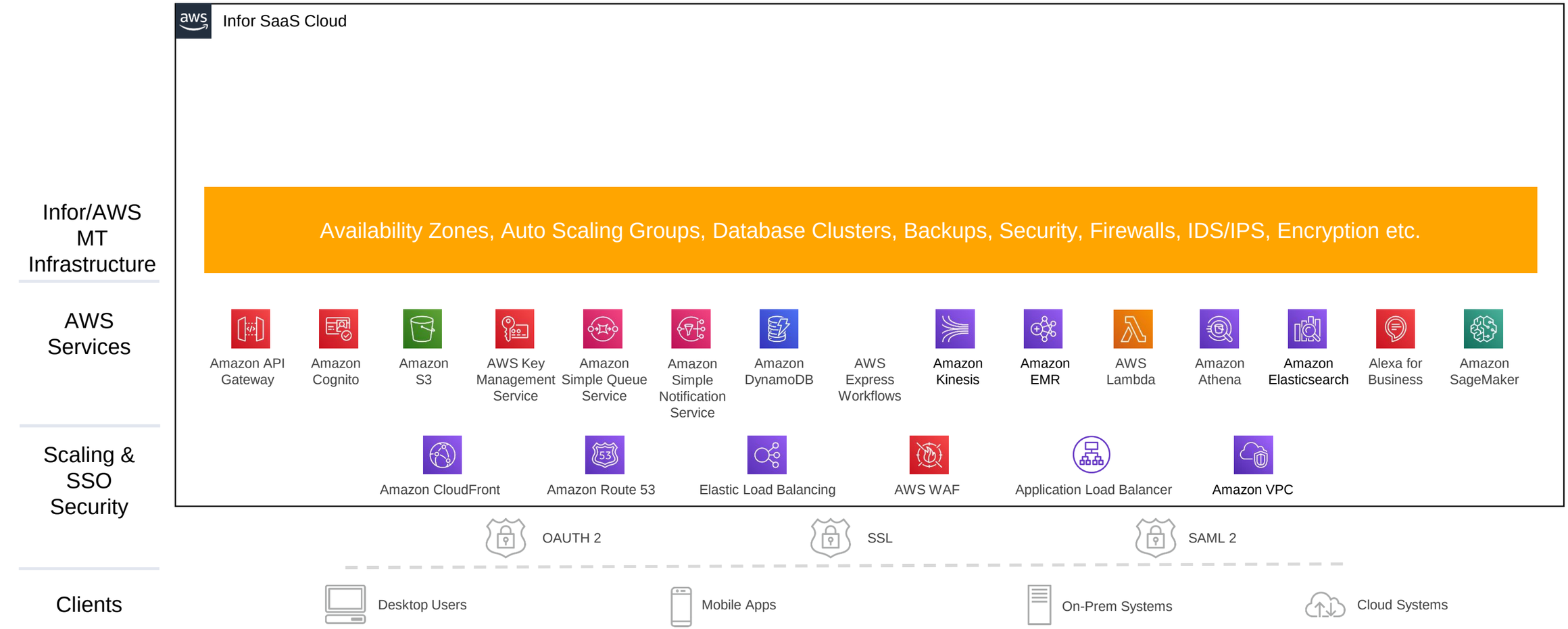
High level schematic*

* List of AWS and Infor services is not exhaustive



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High level schematic*

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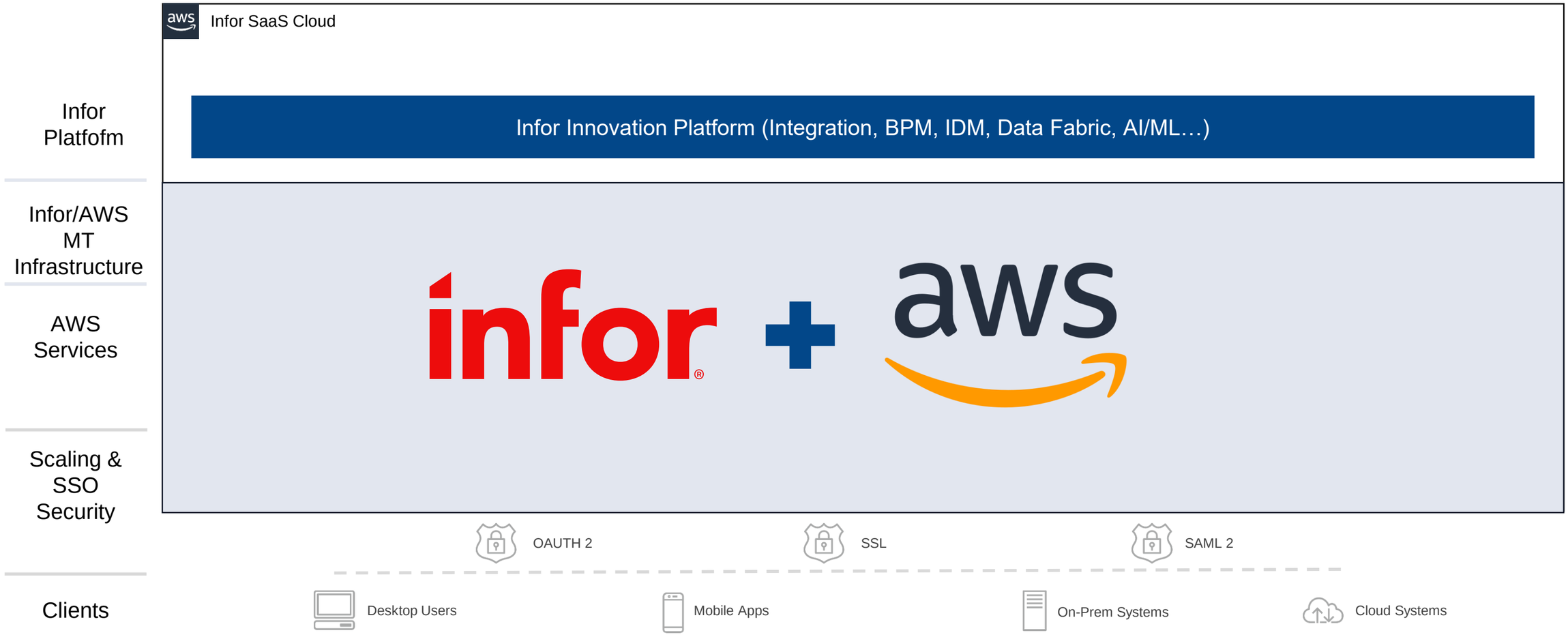

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Infor OS

Infor Operating Services (OS) seamlessly connects services to provide a robust integration framework so customers can be flexible and agile in the cloud

Connect & exchange data

Discover new insights

Automate & control processes

New innovative capabilities

Security

User Experience

Document Management

Enterprise application integration

Workflow Automation

Extensibility

Data fabric

Machine Learning

Enterprise Automation

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What?

- Infor Local Technology Runtime (LTR) provides core Technology Runtime Services, deployable locally to on-premises Infor applications
  - Core services: Security, Ming.le with Homepages, ION, API Gateway, IDM
  - LTR is 100% compatible with currently supported features of Infor OS OP core services
  - LTR is 100% compatible with all Infor OP applications there are certified with Infor OS on-premises
- LTR will be supported until at least the end of 2029 for all infrastructure and prerequisite elements
  - Java, MS SQL, Windows OS, .NET, etc…
- Any new features, new services or functional enhancements will be provided only in the MT Infor OS product
  - The available services and functional capabilities of LTR, will remain constant.
- When acquired as part of an exchange from existing on-premises Infor OS, all current Infor OS OP licence restrictions apply

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When?

- The current supplementary update maintenance stage, of all Infor OS on-premises products, will continue until 31 December 2024, when the products will move to the sustaining maintenance stage.
- Once at sustaining maintenance, customers will be able to continue to access pre-existing patches, documentation, and knowledge base articles, but they will no longer receive new updates and fixes.
- LTR Release date: 26th of January 2024
  - Release Report: KB 2324071
- Sale of all versions of OS OP (Full and Lite) has ended with immediate effect. Infor will work with all customers to find a suitable alternative option for any go forward requirements.

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How?

- There is no need to retrain end-users or administrator
  - LTR is designed to look, feel and behave just like the current version of Infor OS OP
  - LTR will continue to use the Mingle UX, it will not move to the new MT Portal design – this maintains zero impact to existing users.
- A new LTR product will be added to Infor Support Portal, to enable a simple one stop location for any support needs
- For a certified one step upgrade - customers will need to be on 2021.12 or later of Infor OS OP
  - Upgrade to LTR from any Infor OS version, simply follow existing Infor OS upgrade steps to get to the minimum version first.
  - From install guide: *It is recommended to follow this upgrade path till the 2021.12 version or higher and the upgrade to Infor LTR: 12.0.18 > 12.0.20 > 12.0.25 > 12.0.30 > 12.0.32 > 2020-06 > 2021.06 > 2021.12 or Higher*
- Part from small Java upgrade, no change in first version of LTR.
- Later this year, upgrades will include upgrades of Java version etc.
  - Noting major is anticipated for the future as no functionality will be added.

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Infor OS server requirements

This table specifies the software and frameworks required for each server that is used to install the Infor OS.

Note: Infor OS does not support installation on a Domain Controller.

Product	Supported versions
Operating system	• Windows 2022 • Windows 2019
Web server	IIS 10.0.x

Server roles/features	• Server roles
	  • Web Server (IIS)
	• Server features
	  • ASP .Net 4.6
	  • HTTP Activation
	• Role services
	  • Health and Diagnostics
	  • Logging tools
	  • Tracing
	  • Security
	  • Basic Authentication
	  • Windows Authentication
	  • Common HTTP Features
	  • Static Content

Frameworks	• .NET Framework 4.8 • ASP.NET MVC 5
Java environment	• AWS Corretto 8 JDK 1.8.0.372 **Note:** The Infor OS Installer allows for newer versions of Corretto to be used; however, they may not be certified for use.
Certificate	A PFX or P12 SSL certificate with a valid private key password that has been generated with 2048 bits encryption key and SHA-2 encryption algorithm. **Note:** The domain name of the certificate must match the domain name of the host or the external alias of the Infor OS that you are installing. **Note:** This certificate must be exported using TripleDES-SHA1 encryption.
Internet Protocol	

Infor LTR server requirements

This table specifies the software and frameworks required for each server that is used to install the Infor LTR.

Note: Infor LTR does not support installation on a Domain Controller.

Product	Supported versions
Operating system	• Windows 2022 • Windows 2019
Web server	IIS 10.0.x

Server roles/features	• Server roles
	  • Web Server (IIS)
	• Server features
	  • ASP .Net 4.6
	  • HTTP Activation
	• Role services
	  • Health and Diagnostics
	  • Logging tools
	  • Tracing
	  • Security
	  • Basic Authentication
	  • Windows Authentication
	  • Common HTTP Features
	  • Static Content

Frameworks	• .NET Framework 4.8 • ASP.NET MVC 5
Java environment	• AWS Corretto 8 JDK 1.8.0_382
Certificate	A PFX or P12 SSL certificate with a valid private key password that has been generated with 2048 bits encryption key and SHA-2 encryption algorithm. **Note:** The domain name of the certificate must match the domain name of the host or the external alias of the Infor LTR that you are installing. **Note:** This certificate must be exported using TripleDES-SHA1 encryption.
Internet Protocol	

Two questions from FAQ – KB: 2318356

Can I just stay on the current Infor OS On-Premises (OS OP) licence that I have?

If your current OS OP licence was sold as a perpetual licence, then it is yours to keep and use as you see appropriate. However, Supplementary Update Maintenance from Infor will end at the end of December 2024, moving to sustaining maintenance. Due to the technical nature driving the change in support level and the potentials risks it introduces. Infor suggest all customer move off the current OS OP but it is up to each customer to evaluate the impact for their enterprise.

Will my current Infor OS On-Premises (OS OP) licence just allow me to access this new Infor Local Technology Runtime (LTR)?

Yes if you have an active support / maintenance agreement then you can exchange to LTR OP – **there is a need to sign a no cost exchange order form** and existing maintenance fees for Infor OS OP will transfer on a like-for-like basis to LTR. You should ensure you have the correct number of named users licenced or of course ensure that only the licenced number of users access the LTR features, should you need additional license please contact your Account Executive for a quote.

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Two questions from FAQ – KB: 2318356

How does a customer get Local Technology Runtime (LTR)?

Once licenced to LTR or entitled through a MT Infor OS tier, then the LTR will be available from the Infor Download Centre (DLC).

How is Local Technology Runtime (LTR) licenced?

LTR is licenced by named users and deployments, the same as the current Infor OS On-Premises (OS OP), although for LTR the CPU core restrictions are removed.

Documentation: https://docs.infor.com/en-us/inforosltr/2023.x

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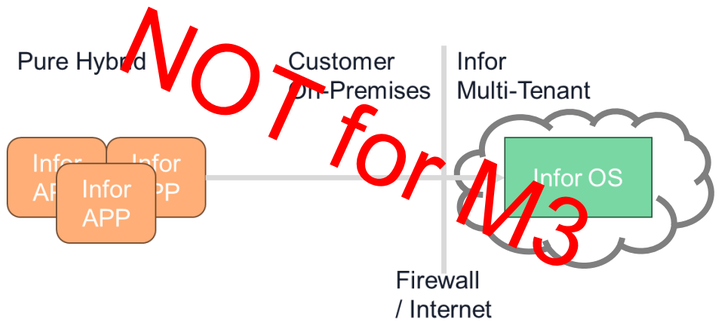
What On-Premises Configurations Are Possible?

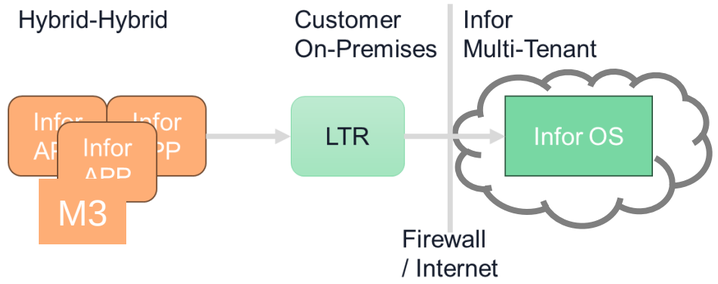
When Using LTR As Part Of A MT Infor OS Licence

All options subject to application teams certified and supported configurations

- Pure Hybrid
  - Infor apps OP with Infor OS MT – LTR is not used in this solution
  - The latest version of some Infor Apps support this topology



- Hybrid–Hybrid ➔ the lowest impact and highest value option for most customers
  - Infor apps OP using local connections to LTR OP – LTR OP connected to Infor OS MT making advanced use cases possible
  - Supported by all Infor Apps OP that currently support Infor OS OP



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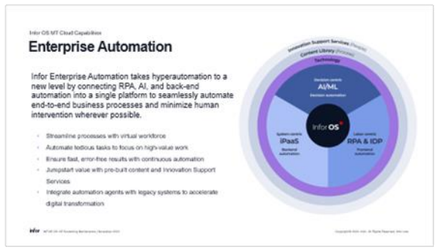
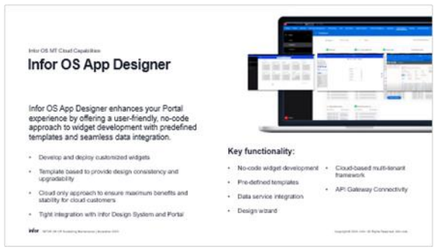
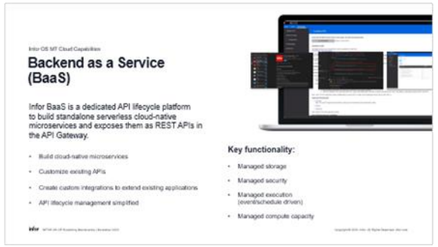
Additional Technology Services with Infor OS MT*

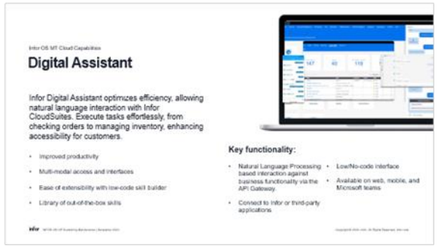
Technology Service	Advantage of MT	
Mongoose		Create SSO capable solutions with Role based security External users support for custom apps Publish custom API endpoints Wizard based app creation over APIs, including the Data Lake Reports created internally and stored in IDM Document Output supported to create and distribute documentation
Marketplace	All features	

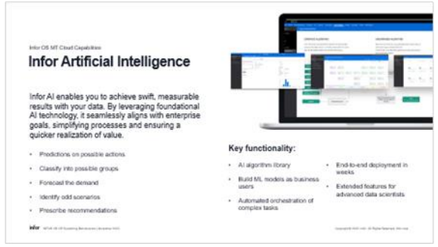
All of these are new and unique MT Services

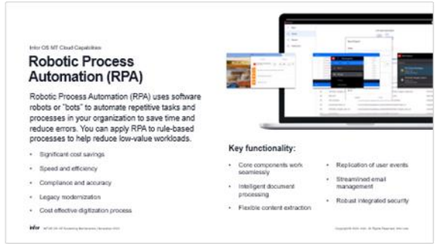


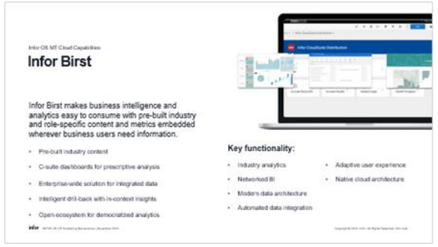


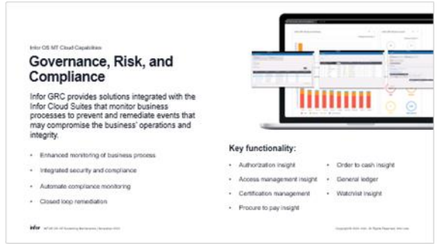












Your available services are dependent on your Infor OS MT subscription – services are subject to change at any time as new features become available
* Available with one or both of Pure-Hybrid or Hybrid-Hybrid, as a standalone technology capability

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MT Hybrid Services

Service	Add-on Resource	Infor OS Foundation	Infor OS Essentials	Infor OS Professional	Infor OS Enterprise	TECH LM Resource Unit
User Management	SSO	3,000	15,000	75,000	510,000	Logins per day
Integration	Processing Capacity	350	350	3,500	35,000	MB per day
Scripting	Scripting Time	25	50	500	3,000	Minutes per day
API Gateway	API Executions	125,000	250,000	1,250,000	6,250,000	Executions per day
Document Management	Document Output	1,500	15,000	75,000	300,000	Documents per day
Data Fabric	Compass Compute Time	2	20	100	500	Minutes per day
Storage Capacity	Non DB Storage	1	2	4	8	TB per contract
Cloud Egress	Transferred out of CloudSuite	2	3	6	12	TB per year
Streaming Ingestion	Ingestion	Add-on	6	12	24	GB per day
Artificial Intelligence	Training Time	Add-on	240	1,920	5,760	Minutes per month
Digital Assistant	Skill Executions	Add-on	100	500	1,500	Executions per day
Application Development	Runtime User	Add-on	400	1,600	6,000	Concurrent User

[Infor OS Foundation Service Limits]

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Summary

- Infor OS will go from *Supplementary Update Maintenance* to *Sustaining Maintenance.*
  - More information around the two maintenance categories: KB 2265458
- Infor OS will go into Sustaining Maintenance 31st December 2024.
- Infor OS will be “replaced” by Infor LTR
  - Infor LTR release 26th of January 2024.
- Infor **strongly** recommend to move to Infor LTR before Infor OS goes into Sustaining Maintenance.
- A zero-dollar swap in licence will be needed to go from Infor OS to Infor LTR.
  - Please contact your Account Executive
  - Once license swap is done, Infor LTR will be available to download from the usual download site.

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