



National Instruments  
is now NI.

## Customer Operations

Dear NI Customer,

NI is discontinuing some of the Industrial Controllers. You are receiving this letter because you have purchased one or more of these products in the past.

At NI, we are committed to our customers' success. **Therefore, we will continue to offer the IC-3120, IC-3171, IC-3173 for sale until December 30, 2022.** We will fill orders on a first-come, first-served basis until supplies are exhausted, based on delivery date. We cannot guarantee that all orders will be filled. If you do not plan to transition to a replacement offering, we recommend you purchase all future-required Industrial Controller units in this timeframe.

EOL Products	EOL Product Descriptions	Replacement Product
784959-01	IC-3120 INDUSTRIAL CONTROLLER, LINUX RT, INTEL ATOM, 4GB RAM, 2GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784960-01	IC-3120 INDUSTRIAL CONTROLLER, WES7, INTEL ATOM, 4GB RAM, 32GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784963-01	IC-3171 INDUSTRIAL CONTROLLER, LINUX RT, INTEL CELERON, 4GB RAM, 4GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784964-01	IC-3171 INDUSTRIAL CONTROLLER, WES7, INTEL CELERON, 4GB RAM, 32GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784227-01	IC-3173 INDUSTRIAL CONTROLLER, LINUX RT, INTEL I7, 8GB RAM, 4GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784970-01	IC-3173 INDUSTRIAL CONTROLLER, LINUX RT, INTEL I7, 8GB RAM, 32GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784965-01	IC-3173 INDUSTRIAL CONTROLLER, WES7, INTEL I7, 8GB RAM, 32GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X
784966-01	IC-3173 INDUSTRIAL CONTROLLER, WES7, INTEL I7, 8GB RAM, 64GB SSD, 0-55 DEG. C, FANLESS	CRIO-904X or cRIO-905X

<b>783328-01</b>	CVS AND IC I/O ACCESSORY AND 44-PIN HDSUB MALE TO FEMALE 5 METER CABLE	CRIO-904X or cRIO-905X
<b>783327-01</b>	INDUSTRIAL CONTROLLER AND CVS I/O ACCESSORY AND 44-PIN HDSUB MALE TO FEMALE 3 METER CABLE	CRIO-904X or cRIO-905X
<b>156083-03</b>	44-PIN HDSUB MALE TO PIGTAIL, 3 METER CABLE	CRIO-904X or cRIO-905X
<b>156084-03</b>	44-PIN HDSUB MALE TO 44-PIN HDSUB FEMALE 3 METER CABLE	CRIO-904X or cRIO-905X
<b>156084-0R5</b>	44-PIN HDSUB MALE TO 44-PIN HDSUB FEMALE .5 METER CABLE	CRIO-904X or cRIO-905X

Once the last time buy date has passed, NI will continue to offer repair services for this product until *December 31, 2025*. After that time, NI will no longer guarantee the availability of repair services.

### Product Upgrade Details

Please work with the NI Sales team to identify the best cRIO-904x or cRIO-905X for your application.

We apologize for any inconvenience this may cause you. If you have any questions or concerns, please contact the appropriate resource listed below.

Action/Question	Contact
Ask for consultation or, preparation, or for general questions regarding the existing system upgrade or migration.	<a href="#">Migration and upgrade-qualified NI Partners</a>
Purchase the EOL product during its last-time-buy period or purchase the replacement product.	Your <a href="#">distributor</a> , <a href="https://ni.com/shop">ni.com/shop</a> , or call NI at the number listed at <a href="https://ni.com/contact-us">ni.com/contact-us</a>
Discuss extended availability or support coverage for the EOL product.	Your NI account manager or call your local NI contact number listed at <a href="https://ni.com/contact-us">ni.com/contact-us</a>

Troubleshoot or ask technical questions related to the EOL or product replacement(s). Note: This requires an active support contract (SSP).	Open a technical support request via <a href="https://ni.com/ask">ni.com/ask</a>
Research previous purchase history information or check order status.	<a href="#">Order status</a>
Discuss technical support or other services available for purchase, or any other issue not mentioned above.	Call your local NI contact at the number listed at <a href="https://ni.com/contact-us">ni.com/contact-us</a>

Best regards,

*James Thornton*

*Product Manager*

NI

©2022 National Instruments. All rights reserved. National Instruments, NI, and ni.com are trademarks of National Instruments Corporation. Other product and company names listed are trademarks or trade names of their respective companies.

An NI Partner is a business entity independent from NI and has no agency or joint-venture relationship and does not form part of any business associations with NI.