



Ethrix End of Life Policy

End of Life Policy Guidelines

The following are general guidelines for Ethrix discontinuation of sales and support for products.

1. Customers will be notified of product End of Life when a product is removed from general availability.
2. All support stops at the End of Life date.
3. Ethrix software follows an N-1 policy. Technical support is available on a maximum of 2 versions of software at a time; the current version and the one previous progressive version. Versions can be identified as one (or more) position to the right or left of the decimal point, indicating a progression of code. For example, in a series of releases "Ethrix [nonsignificant name] 2.1", 4.0 and 5.1 - when "Ethrix [nonsignificant name] 5.1" becomes generally available, Ethrix will officially End of Life version "Ethrix [nonsignificant name] 2.1" code.
4. Support for new versions of software may require hardware enhancements to memory, disk capacity, etc. Ethrix will specify the minimum hardware requirements for supported software operation at each software release. It is the customer's responsibility to purchase any needed enhancements.

Frequently Asked Questions

As part of the normal product life cycle of a product, Ethrix discontinues products and sometimes replaces them with newer versions. The questions below explain our policies for support when a product is no longer available.

- 1. What is "End of Life"?**
End of Life indicates the termination of support for a discontinued product.
- 2. Why is there an End of Life policy?**
Ethrix established a general End of Life policy in order to better communicate and set proper customer expectations about the availability and support for its products.
- 3. When are customers notified about a product "End of Life"?**
Customers will be notified of product End of Life when a product is removed from general availability.



4. How long does the “End of Life” transition process take?

Software follows an N-1 policy. Ethrix supports the current version and one previous progressive version.

5. Is the End of Life policy the same for all Ethrix products?

The Ethrix End of Life policy is a general set of guidelines. There may be differences in the End of Life transition details for certain products. Any differences from the general policy will be spelled out as part of the product End of Life announcement.

6. Does my product support change when End of Life is announced?

Yes, when End of Life is announced, customer will no longer continue to be supported in accordance with their existing customer support agreement.

7. Can I still get support for a product that has reached “End of Life”?

All support stops at the End of Life date.

8. I’m using an old version of software for my product. Can I still get support?

Ethrix software follows an N-1 policy. Technical support is available on a maximum of 2 versions of software at a time; the current version and the one previous progressive version. Versions can be identified as one (or more) position to the right or left of the decimal point, indicating a progression of code. For example, in a series of releases “Ethrix [nonsignificant name] 2.1”, 4.0 and 5.1 - when “Ethrix [nonsignificant name] 5.1” becomes generally available, Ethrix will officially End of Life version “Ethrix [nonsignificant name] 2.1” code.

9. I have an Ethrix current version of software. Will I be able to upgrade to new versions of software when they are released?

Support for new versions of software may require hardware enhancements. Ethrix will specify the minimum hardware requirements for supported software operation at each software release. It is the customer’s responsibility to purchase any needed enhancements.

10. Will enhancements be made on a previous version of code?

Enhancements follow an N-0 policy, which means that, when a new version of software ships, enhancements will cease on the previous version of code.

11. Can I purchase a previous version of software?

When a new version of software is released, the previous version is no longer offered to customers for sale.