

**Date: October 15, 2009**

## **End-Of-Sales Announcement: Symantec on Demand (SODA)**

### **INTRODUCTION**

Array Networks is announcing the End-Of-Sales for the Symantec on Demand Software feature set for end point security as of today. An ArrayOS upgrade will be available in Q1 2010 in Release 8.4.x stream that replaces this with an equivalent but integrated feature set for no additional cost for existing customers who use the Symantec Host Checking, Cache Cleaning or Secure Desktop features.

### **END-OF-SALES SCHEDULE**

<b>Action</b>	<b>Date</b>	<b>Description</b>
End-of-Sales for SODA	Oct 15, 2009	EOS Announcement
Expected release date for key end point security features	Jan 15, 2010	Replacement available in the market place for early adopters
Testing and validation period ends	Mar 31, 2010	Integrated Product is generally available
Last day for SODA support	Oct 15, 2010	Last day for SODA support

### **PRODUCT SUBSTITUTION**

Endpoint security is a core feature set of Array SPX. This announcement is not an end-of-sale for the features, rather is an evolution in the product development life cycle with an integrated WebUI and better assessment capabilities to manage the endpoint security features. Symantec is simultaneously announcing end-of-life for the current SODA feature set. Therefore, it will be difficult for us to provide support through Symantec after EOS is completed. Customers are urged to upgrade to a version of Array SPX that includes the integrated endpoint security functionality. Existing customers using SODA after the new Array version is available can keep using SODA at their own risk. Array is committed to improving the overall endpoint assessment using our own technologies as well as third party libraries that provide a broad suite of host checking capabilities.

## END-OF-LIFE POLICY HIGHLIGHTS

- Hardware: Array Networks End-Of-Life policy for hardware is to support for 5 years after its End-of-Sale (EOS) date. Any extension of the end-of-sale date due to business considerations, last buy volume considerations etc. will not affect the end-of-support date once established.
- Software: Array Networks supports software minor releases for up to a maximum of 24 months (2 years), or 4 consecutive minor releases, whichever occurs first.
- During the period covered by End of Life (EOL) policy, Array Networks may require customers to upgrade to a newer software release in order to fix certain bugs.
- If units sent in for hardware warranty repair cannot be repaired with modifications made to the components, Array Networks may choose to provide replacement units in place of the faulty unit. Replacement units provided during the EOL period may not be identical to systems purchased prior to product discontinuation. It is possible that replacement units may cause customer network changes (such as reconfiguration, software updates, and hardware upgrades) and may affect service pricing when the support contract is renewed.
- Array Networks reserves the right to reduce or amend support offerings available for renewal under this policy at any time and at its sole discretion, with or without notice.
- Array Networks reserves the right to charge for certain software upgrades.

## SUPPORT

If you have any questions regarding these changes, contact Array Networks Product Management Team at [pm@arraynetworks.net](mailto:pm@arraynetworks.net) or Array Networks support team at [support@arraynetworks.net](mailto:support@arraynetworks.net) or toll free 24/7 support hot lines:

1-866-MY-ARRAY

1-877-992-7729.