

Date: April 1st, 2014

End-Of-Sale and End-Of Support Announcement: DesktopDirect Advanced Client

SUMMARY

Array Networks is announcing the **End-Of-Sale** and **End-of-Support** of **DesktopDirect Advanced Client** which is used together with the DesktopDirect software module to enable users with Apple iOS and Google Android devices, e.g. smart phones and tablets, to remotely connect to their desktops.

Working with Microsoft, Array Networks has developed a smooth migration path to ensure users of Apple iOS and Google Android devices continue to access their desktop by using **Array Networks MotionPro App** and **Microsoft's Remote Desktop App**. The use of the free Array developed MotionPro app and the free native Microsoft app is the best solution moving forward for both Array and Microsoft customers since it is fully supported and will continue to be enhanced.

Details

Array Networks is making this announcement since the supplier of the core technology used in our DesktopDirect Advanced Client was purchased by Microsoft and Microsoft will not be providing access to the source code and will not be renewing our contract which expires on July 1st, 2014.

Since we will no longer have access to the Advance Client technology and source code, the adoption of Array's MotionPro app and Microsoft's Remote Desktop app is in the best interest of our joint customers since these apps are supported and will be enhanced by both companies as new devices and operating systems are released.

We will no longer have the ability to develop or support new versions of DesktopDirect Advanced Client for future versions of iOS and Android. In addition, our ability to provide maintenance releases for current and previous versions of DesktopDirect Advanced Client will be significantly limited if there is any dependence on the technology we no longer have access to.

Array Networks is grateful to customers who have adopted our secure access gateway products and apologize for this extreme inconvenience due to the discontinuation of the DesktopDirect Advanced Client. We have worked diligently to ensure customers using the DesktopDirect Advanced Client have a smooth migration path by upgrading to the free Array MotionPro app and free Microsoft Remote Desktop app which will result in a fully supported solution from both Array Networks and Microsoft.

Below are important timelines and recommended migration paths so customers can continue to have uninterrupted secure access to critical resources.

Note: No other capability of SPX, AG or DesktopDirect is impacted by this announcement and Array Networks continues to sell and support these products.

END-OF-SALE & END-OF-SUPPORT SCHEDULE

Action	Date	Description
End-of-Sale for DesktopDirect Advanced Client	1 st July, 2014	DesktopDirect Advanced Client no longer available for sale.
End of purchase of DesktopDirect Advanced Client support contract	1 st July, 2014	Last day to purchase or renew 1 year support contract for DesktopDirect Advanced Client software.
End of software support of DesktopDirect Advanced Client	1 st July, 2014	DesktopDirect Advanced Client no longer supported.

PRODUCT SUBSTITUTION

For AG Customers Using DesktopDirect Advanced Client

We recommend existing AG customers, who are users of the DesktopDirect Advanced Client, upgrade to the most current AG and DesktopDirect software releases, and download and start using the MotionPro app from Array and the Microsoft Remote Desktop app from Apple's iTunes App Store or Google play to access their remote desktop.

Please contact your Array sales representative or reseller for details.

For SPX Customers Using DesktopDirect Advanced Client

We recommend SPX customers immediately upgrade to an AG model which meets their needs along with the latest AG and DesktopDirect software releases, and download and start using the MotionPro app from Array and the Microsoft Remote Desktop app from Apple's iTunes App Store or Google play to access their remote desktop.

Customers will have to purchase new support agreements for AG and related software licenses (the value of any unused portion of the SPX and related software support contract will be credited toward the purchase of the new support contract).

Special incentives for upgrading from SPX to AG are available. Please contact your Array sales representative or reseller for details.

END-OF-LIFE POLICY HIGHLIGHTS

Array Networks will support hardware for 5 years after its End-of-Sale (EOS) date.

- Array Networks will continue to provide software maintenance releases and patches for 5 years after hardware End of Sale (EOS) Date. Such patches can be limited to security vulnerabilities or at the discretion of Array Networks.
- Array Networks supports software feature/minor releases for up to (maximum) 36 months (3 years), or 4 consecutive minor releases, whichever occurs first. The 3rd year will be limited to blocker/critical bug fixes only (no feature enhancements).
- During the 5 year End of Life (EOL) support period for hardware and software, Array Networks may require customers to upgrade to a newer software release in order to fix certain bugs.
- Replacement units provided during the EOS 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

Array Networks will continue to provide support for these EOS products through the regular support service program. Customers with support service contracts are entitled to 24-hour phone support through the TAC and advance replacement of hardware. Array Networks is committed to providing hardware support for this product for a period of five years after the end-of-sale date.

If you have any questions regarding these changes contact Array Networks support team at support@arraynetworks.net or toll free 24/7 support hot lines:

1-866-MY-ARRAY

1-877-992-7729.

FAQ

I am an existing DesktopDirect Advanced Client customer, is there an alternative solution available?

We recommend existing AG customers, who are users of the DesktopDirect Advanced Client, upgrade to the most current AG and DesktopDirect software releases, and download and start using the MotionPro app from Array and the Microsoft Remote Desktop app from Apple's iTunes App Store or Google play to access their remote desktop.

We recommend SPX customers immediately upgrade to an AG model which meets their needs along with the latest AG and DesktopDirect software releases, and download and start using the MotionPro app from Array and the Microsoft Remote Desktop app from Apple's iTunes App Store or Google play to access their remote desktop.

Customers will have to purchase new support agreements for AG and related software licenses (the value of any unused portion of the SPX and related software support contract will be credited toward the purchase of the new support contract).

Special incentives for upgrading from SPX to AG are available. Please contact your Array sales representative or reseller for details.

What type of support can I expect for DesktopDirect Advanced client starting July 1st, 2014?

Starting July 1st, 2014, support service for DesktopDirect Advanced Client for iOS/Android devices will be limited to Q&A for migration to the most current AG and DesktopDirect software releases. DesktopDirect Advanced Client support contracts are not renewable after June 30th, 2014.

For SPX customers, please contact your Array sales representative for migration planning to AG and for special sales incentives.

I have a permanent DesktopDirect Advanced Client license -- can I continue to use it?

Yes, you can continue to use it. However, Array's ability to support and offer maintenance updates is significantly limited since we no longer have access to the core technology use in the DesktopDirect Advanced client. For example, any iOS or Android software update to your existing device, or a new device, may not be compatible with the DesktopDirect client app and it may not work as expected or not work at all.

Scenario 1:

Customer is a current DD user, so they already have the DD app installed on their device. Now, suppose a new device OS is released and the customer

chooses to download and update their device with the new OS. Their existing DD app may not work.

Scenario 2:

Customer purchases a new device which is running an OS version not supported by DD. If the customer's IT administrator makes available to the user the DD app they currently have. Then the DD app may not work on the new device.

With this in mind, we recommend you quickly transition to a fully supported joint Array and Microsoft solution for secure access from iOS and Android devices.

Can I continue to download the DesktopDirect app for iOS and Android devices from the iTunes App Store and Google play?

You can download the DesktopDirect app until June 30th, 2014. However, starting July 1st, 2014, the app will no longer be available for download from Apple's iTunes App Store or Google play. Note: Microsoft Remote Desktop App is currently available in both app stores.