

Date of notice: December 2, 2004

**Customer Notice: Array SP/SPX/SP-C OS Update necessary prior to Jan 17th 2005
due to Expiring Digital ID.**

Introduction

Array Networks uses a Verisign digital ID for our code signing needs, and this is due to expire in 45 days on 01/17/2005. This does not change the quality or content of our code, and will only affect customers who are using ClientApp tunneling, Windows redirector, Layer 3 VPN, or Client side security modules.

For software versions prior to 7.0.3, (6.1.1, 6.2.1 and 7.0.0) a full OS update will be available on our website by December 31st 2004.

For versions 7.0.3 to 7.1.0, the new certificate will be available through a component patch in the same timeframe.

Version 7.1.1 (available Dec 31st 2004) will have the new certificates already installed.

Customer who update the certificates or update their versions will not experience this issue.

If you are unable to upgrade to the new versions, or update the certificates by 17th January 2005, end users may experience pop-up messages indicating that the module they are installing is “uncertified”, and asking them to decide whether to continue with the installation. This could create unnecessary help desk calls or confusion and loss of trust by the end user.

Recommendations

We recommend that the Array SSL VPN be upgraded during the first week of January to get you prepared in time for this.

1. We recommend that all customers upgrade to Release 7.1.0 and download the component update. Customers who upgrade to 7.1.1 can avoid this second step.

NOTE: if you are using Array's Client Security tools - Host Checking, Cache Cleaning and Secure Desktop you must upgrade to 7.1.0 to avoid this problem.

2. Should you chose not to upgrade to 7.1.0, then we recommend a full OS update for your current release (see support website for details)

Patch Release Schedule

- **Full OS update** will be available on Array support web site by December 31, 2004
- **Component Patches** will be available on Array support web site by December 31, 2004 for these releases.
- **Release 7.1.1** will be available on Array support web site by December 31, 2004

For any technical or installation questions, please contact
support@arraynetworks.net