

Date: March 17<sup>th</sup>, 2014

## End-Of-Support Announcement for Microsoft Windows XP:

1. End-of-support for AccessDirect and DesktopDirect Clients on access devices (e.g. laptops and PCs) running Microsoft's Windows XP.
2. End-of-support for AccessDirect and DesktopDirect secure access to physical and virtual desktops running Microsoft's Windows XP.
3. End-of-support for aCelera Mobile Client for Microsoft's Windows XP.

### SUMMARY

Array Networks is announcing **End-of-Support** for the following:

1. **AccessDirect and DesktopDirect Clients** for access devices (e.g. laptops and personal computers) running **Microsoft's Windows XP**.
2. **AccessDirect and DesktopDirect secure access** to physical and virtual desktops running **Microsoft's Windows XP**.
3. **aCelera Mobile Client** for **Microsoft Windows XP**

Array Networks is ending support since **Microsoft is ending support for Windows XP on April 8<sup>th</sup>, 2014**.

*"After April 8, 2014, support and security updates for Windows XP will no longer be available", Microsoft's website.*

*"If you continue to use Windows XP after support ends, your computer should still work, but it will become five times more vulnerable to security risks and viruses. And as more software and hardware manufacturers continue to optimize for more recent versions of Windows, a greater number of programs and devices like cameras and printers won't work with Windows XP", Microsoft's website.*

[http://www.microsoft.com/windows/en-us/xp/default.aspx?SEMID=1&WT.srch=1&ocid=XPEOS\\_SEM\\_google\\_FAM\\_WINDOWS\\_BRAND\\_NULL\\_LEARN\\_xp%20support&wt.mc.id=XPEOS\\_SEM\\_google\\_FAM\\_WINDOWS\\_BRAND\\_NULL\\_LEARN\\_xp%20support](http://www.microsoft.com/windows/en-us/xp/default.aspx?SEMID=1&WT.srch=1&ocid=XPEOS_SEM_google_FAM_WINDOWS_BRAND_NULL_LEARN_xp%20support&wt.mc.id=XPEOS_SEM_google_FAM_WINDOWS_BRAND_NULL_LEARN_xp%20support)

Array Networks will stop providing support for Window XP on the same day Microsoft stops supporting it (**April 8<sup>th</sup>, 2014**). After that, we will not make any updates to any features related to Windows XP. Whatever is available will continue to be available but we will not fix any bugs related to Windows XP, including existing bugs and new customer issues. We will not perform any troubleshooting of any issues occurring on a Windows XP client, and will not do any more QA tests for Windows XP platforms. We will remove Windows XP support from our client support matrix.

## END-OF-SUPPORT SCHEDULE

Action	Date	Description
End-of-support for AccessDirect and DesktopDirect Clients on access devices (e.g. laptops and PCs) running Microsoft's Windows XP.	8 <sup>th</sup> , April 2014	Support and updates for products running Windows XP no longer available.
End-of-support for AccessDirect and DesktopDirect secure access to physical and virtual desktops running Microsoft's Windows XP.	8 <sup>th</sup> , April 2014	Support and updates for products running Windows XP no longer available.
End-of-support for aCelera Mobile Client of Microsoft's Windows XP.	8 <sup>th</sup> , April 2014	Support and updates for products running Windows XP no longer available.

## PRODUCT SUBSTITUTION

We recommend that Array's AccessDirect, DesktopDirect or aCelera Mobile Client customers using access devices and/or physical/virtual desktops running Microsoft's Windows XP immediately upgrade to a version of Microsoft's Windows OS which is supported by both Microsoft and Array Networks.

Please contact your Array sales representative or Array support for guidance on planning this upgrade if needed.

Array will provide upgrade support for AccessDirect and DesktopDirect clients, and for our AG and SPX lines of Access Gateway to customers with a valid support contract.

**Note: Array's support will be limited to Array's products. Customers will need to contact Microsoft for support with Microsoft's products.**

## 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](mailto:support@arraynetworks.net) or toll free 24/7 support hot lines:

1-866-MY-ARRAY

1-877-992-7729.