

## **BlueCat Networks End-of-Life (EOL) – Frequently Asked Questions (FAQs)**

BlueCat Networks is committed to supporting our customers throughout the lifecycle of our products. Here are some FAQs and answers that focus on BlueCat’s hardware and software EOL program.

**Q1:** Are there any BlueCat hardware platforms, software versions or service offerings that have reached EOL status?

**Q2:** When are some of the older versions of Adonis and Meridius hardware platforms going to reach EOL dates?

**Q3:** Why is the EOL program necessary?

**Q4:** How long do I have to take advantage of the program, before development and support cease for hardware units and software?

**Q5:** Are there any safety issues associated with product EOL?

**Q6:** Will my network performance be affected or is there a possibility that the specified units will unexpectedly fail before my new units arrive?

**Q7:** If I purchase a new hardware platform, how long will it be before I have to upgrade my hardware again?

**Q8:** You mentioned in the letter I received that discounts are available on replacement units. What are they?

**Q9:** My Adonis and/or Meridius hardware platforms are functioning well and I’m reluctant to replace them. What are the consequences of not upgrading them when they reach EOL?

**Q10:** If I order new replacement units, do they come with support?

**Q11:** What are the arrangements for removing the old systems and integrating the new systems? What is the process?

**Q12:** How do I manage the move from my existing configuration to the new system?

**Q13:** You may be receiving a lot of hardware back. What are you doing to ensure that it’s recycled and doesn’t pollute our environment?

Should you have additional questions regarding EOL and our products, please do not hesitate to contact your Customer Care Representative at:

Toll Free: 1.866.491.2228

Direct (Toronto): 416.646.8433

Email: [support@bluecatnetworks.com](mailto:support@bluecatnetworks.com)

**Q1: Are there any BlueCat hardware platforms, software versions or service offerings that have reached EOL status?**

**A1:** Yes. In keeping with ‘best practices’ in product lifecycle management, BlueCat Networks notifies its customers of EOL activities around BlueCat hardware platforms, software versions and service offerings. Right now we are announcing EOL details for specific Adonis and Meridius platforms, which have reached EOL.

***Product Discount Programs!*** As part of the EOL activities, compelling discounts on upgrade programs have been introduced to facilitate the replacement of affected units. Our goal is to keep you equipped with reliable units with fully compatible software—supporting your company’s evolution in IPAM Intelligence.

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**Q2: When are some of the older versions of Adonis and Meridius hardware platforms going to reach EOL dates?**

**A2:** BlueCat Networks is in the process of announcing the upcoming retirement of some of their older versions of Adonis and Meridius hardware platforms. Here is a list of the Adonis and Meridius hardware platforms that are scheduled for EOL on **May 1<sup>st</sup>, 2009**:

- NNG000...
- 141xxxx
- 142xxxx
- 143xxxx
- 144xxxx
- 145xxxx
- 146xxxx
- 101xxxxx

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**Q3: Why is the EOL program necessary?**

**A3:** Lifecycle management is a normal and essential element of any product. There may be any number of reasons why a product reaches the end of its natural lifecycle, including market demands, new product offerings, technology enhancements and changes in manufacturing, to name only a few. Effective lifecycle management ensures that customers have access to the latest in product or service innovation to support their increasingly complex IP networks.

**Q4: How long do I have to take advantage of the program, before development and support cease for hardware units and software?**

**A4:** All EOL systems will be supported if a current support contract exists—until the contract expires. Supported systems will be replaced should they fail for hardware-related reasons. Updates and patches will continue to be tested and validated to run on supported hardware platforms for up to twelve months.

There are several milestones associated with the all hardware units and software. Please review the definition of each milestone:

**End-of-Life (EOL)**

Announcement Milestone—the date on which BlueCat announces, via email and website posting, that a specific platform or platforms have reached their EOL and replacement is recommended. An EOL announcement provides dates by which time hardware, software and overall maintenance/replacement support will end for the affected unit(s).

**End of Software Support (EOSS)**

The final date before new software versions, upgrades and patches become available for download from BlueCat to the client’s EOL hardware.

**End of Service (EOS)**

The final date for support via maintenance contracts. BlueCat recognizes that some customers are not in a position to automatically replace EOL equipment. They may need to renew their service contracts on EOL platforms due to budgetary restraints or other factors. In these cases, the EOS date is typically six months following an EOL announcement and provides sufficient time to work with BlueCat to purchase a new platform with a new service contract.

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**Q5: Are there any safety issues associated with product EOL?**

**A5:** No. Units approaching EOL can continue to operate until such time as the newer units become available for exchange with the affected units.

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**Q6: Will my network performance be affected or is there a possibility that the specified units will unexpectedly fail before my new units arrive?**

**A6:** With the evolution of technology, and passage of time, all computing platforms deteriorate, become less efficient and become more expensive to operate. To realize improved performance and lower ongoing support costs, customers should upgrade as soon as possible.

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**Q7: If I purchase a new hardware platform, how long will it be before I have to upgrade my hardware again?**

**A7:** The hardware carries a warranty that can be renewed yearly for at least three more years.

**Q8: You mentioned in the letter I received that discounts are available on replacement units. What are they?**

**A8:** Discounts will vary according to the number of units you upgrade to and the configurations that must be accommodated. To ensure that we better understand how to upgrade you to the best units at the lowest cost, please contact *Inside Sales: Renewals* in Toronto, Canada, at 416.646.8400 (toll free: 1.866.895.6931) or email at [renewals@bluecatnetworks.com](mailto:renewals@bluecatnetworks.com).

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**Q9: My Adonis and/or Meridius hardware platforms are functioning well and I'm reluctant to replace them. What are the consequences of not upgrading them when they reach EOL?**

**A9:** BlueCat strives to offer its customers the most productive and cost-effective DNS/DHCP service delivery and email gateway solutions, encompassing secure hardware; efficient software and top-notch support. When customers avoid the replacement of EOL units, BlueCat can no longer promise productivity and cost-effectiveness for their retired products—BlueCat is unable to support units beyond the time frames indicated. Formal support will be ended for the products at the date specified.

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**Q10: If I order new replacement units, do they come with support?**

**A10:** If you have time left on your support contract for the unit that is being 'refreshed,' that current contract will be assumed by the new hardware platform. Otherwise, support will have to be renewed at the same time as the replacement hardware is being purchased.

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**Q11: What are the arrangements for removing the old systems and integrating the new systems? What is the process?**

**A11:** Following BlueCat Networks' receipt of a purchase order or payment for new units, you will receive a standard Return Materials Authorization (RMA) form for completion and return to BlueCat Networks.

**Q12: How do I manage the move from my existing configuration to the new system?**

**A12:** BlueCat recommends you consider the following factors prior to your system migration:

- What is the current version you running?
- What dynamic data is going to be migrated? For example, configuration files, DHCP leases, mail queues, etc.

BlueCat Networks has two publications that will guide you through your system transition:

- Guide to Hardware Upgrade for Adonis
- Guide to Hardware Upgrade for Meridius

For a copy of the Adonis or Meridius upgrade guide, please contact your Customer Care Representative at:

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**Q13: You may be receiving a lot of hardware back. What are you doing to ensure that it's recycled and doesn't pollute our environment?**

**A13:** BlueCat has engaged a respected recycling company to properly dispose of returned units and will pay the cost of safe and 'green' disposal of your hardware. BlueCat is an environmentally conscientious company and is pleased to be contributing to a 'greener environment'.

Returns are free. Please request a copy of the Certificate of Destruction and we will be happy to provide it to you.