



GATEDEFENDER – END OF LIFE POLICY

There are many possible reasons why our products reach their end-of-life: technological innovations, market demand for specific features, development improvements that lead to changes in the product... These are 'living' products, they mature over time and the delivery of more innovative and secure products implies the end of service to their predecessors.

These final stages of the lifecycle of a product impact our clients to varying degrees. Our aim is to manage the end-of-life transition in the best way possible and to help migrate to other platforms and/or technologies in the least disruptive way possible.

Panda GateDefender incorporates hardware and software in a single product. And as such there are different EoL policies for the two components.

NOTE: This policy does not apply to products for which the end-of-life and/or end-of-sale has already been announced.

GLOSSARY

First Customer Shipment (FCS)

This is the date from which the product, version, platform or platform version is available to end-clients.

End of Sale Date (EoS)

This is the date from which the HARDWARE platform will no longer be available.

End of Maintenance (EoM)

This is the date after which support and maintenance for the product and/or version will not be available. No Hotfixes will be generated to solve any issues. However, the updates, SOS Virus and online support continue until the End of Life (EoL) date.

The Support Dept. will still ask clients to update their solutions to the latest available version. However, if it is possible to answer clients without them having to update their software, they will be answered.

End of Life (EoL) - Software

This is the date from which the updates, SOS Virus and online support services finish. The Support Dept. will still ask clients to update their solutions to the latest available version.

End of Life (EoL) - Hardware

After this date there will no longer be support for problems related to this platform. The software released after this date will not be compatible with EoL hardware.

HARDWARE

After the EoS-Hardware date (see COMPATIBILITY OF SOFTWARE VERSIONS WITH HARDWARE) there will continue to be maintenance for the hardware according to the warranty conditions established when purchasing the product.

Maintenance of the product hardware will be undertaken exclusively by the manufacturer for the warranty period established on purchasing the product.

Any extension to the warranty, as agreed by the client and the manufacture, will mean that the maintenance management of the hardware will be undertaken during that period directly by the manufacturer.

COMPATIBILITY OF SOFTWARE VERSIONS WITH HARDWARE

This section looks at the main policy points referring to the software lifecycle in relation to the hardware lifecycle.

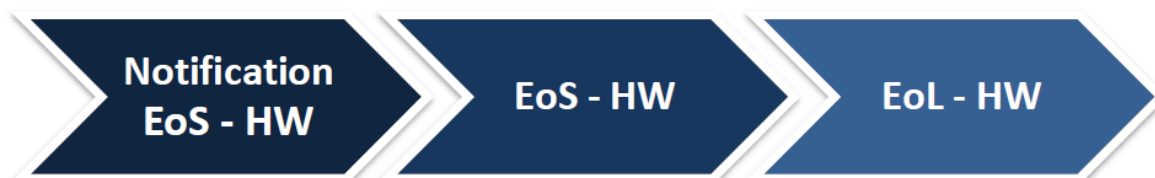
These are:

- 1. As a general rule, Panda Security will give six months notice of the end-of-sale or EoS-Hardware for the product concerned.**

NOTE: This notice will appear on the Panda Security website. We advise you to visit this website regularly as it contains useful information about the end-of-life program of Panda GateDefender

- 2. The EoL-Hardware date will be three years after the EoS-HARDWARE date.**

NOTE: This lifecycle is independent of the software lifecycle.



SOFTWARE

The GateDefender software is an independent component with its own lifecycle. The main points of this policy are:

- There will be full support for the latest version of the software.

- The software version supported up until the release of a new version shall continue to have full support for six months from the FCS date. After this time the version shall go into EoM.
- Other versions shall automatically go into EoL.
- Corrective maintenance shall only apply to the latest version, as this is the most complete in terms of functions. As an exception, corrective maintenance shall be sustained for the previously supported version for a period of six months..

NOTE: Bear in mind that it may be necessary to update the software version to correct a problem reported

NOTE: You must have an up-to-date, paid-up contract with Panda Security in order to enjoy the support for the product. Please contact your sales advisor if you have any questions.

GateDefender Performa	GateDefender Integra
Actual commercial version 4.00.50	Actual commercial version 1.10.05
Supported Version 4.00.50 4.00.00 3.02.00	Supported Version 1.10.05
Unsupported version 3.01.01 and earlier	Unsupported version 1.10.02 and earlier

GATEDEFENDER NOTIFICATIONS - END OF LIFE POLICY

EOM/EOL GateDefender Performa notification –Supermicro platform

The **GateDefender Performa 8000 series** appliances with **Supermicro** hardware shall enter into EoM coinciding with the launch of GateDefender Performa 4.00.00 in Q3 2010. The HARDWARE models affected are:

- GateDefender Performa 8050 – Supermicro.
- GateDefender Performa 8100 – Supermicro.
- GateDefender Performa 8200 – Supermicro.

For clients of **GateDefender Performa 8000 series** based on **Supermicro** hardware, the EoM has the following implications:

- They cannot install version 4.00.00 or later.
- They will not have access to maintenance or solutions to issues that require any development (including hotfixes generated for versions later than 3.02.00).
- They will not have tech support.
- They will have updates, SOS Virus and online support.

The EoL of **GateDefender Performa 8000 series** based on **Supermicro** hardware will coincide with the end of the last active maintenance associated with this product (11/02/2013).

The EoL of the products will imply that the updates, SOS Virus and online support will end; therefore, the appliance will no longer receive signatures for detecting new threats.

EOM/EOL GateDefender Performa notification – Portwell platform

The **GateDefender Performa 8000 series** appliances with **Portwell** hardware shall enter into EoM coinciding with the launch of GateDefender Performa 4.00.50 in Q1 2011. The HARDWARE models affected are:

- GateDefender Performa 8100 – Portwell.
- GateDefender Performa 8200 – Portwell.

For clients of **GateDefender Performa 8000 series** based on **Portwell** hardware, the EoL has the following implications:

- The latest version supported by these GateDefender Performa hardware models will be v4.00.50.
- No hotfixes for versions of the software later than v4.00.50 will be certified for these GateDefender Performa hardware models.
- These models will not have tech support for software versions later than v4.00.50.

- They will have updates, SOS Virus and online Support.

The EoL of **GateDefender Performa 8000 series** based on **Portwell** hardware will coincide with the end of the last active maintenance associated with this product (11/02/2013).

The EoL of the products will imply that the updates, SOS Virus and online support will end; therefore, the appliance will no longer receive signatures for detecting new threats.

In *GateDefender Performa 8050 – Portwell* case applies the same conditions detailed in “**EOM/EOL GateDefender Performa notification – Supermicro platform**”.

EOM/EOL GateDefender Integra notification – Portwell platform

GateDefender Integra appliances with Portwell hardware shall enter into EoM two years after the last sale of each of the models (in April 2010). The GateDefender Integra models included in this cycle are as follows:

- GateDefender Integra 100 – Portwell.
- GateDefender Integra 300 – Portwell.

For clients of GateDefender Integra based on Portwell hardware, the EoM has the following implications:

- The last version that will support GateDefender Integra 100/300 will be v1.10.02.
- No hotfixes for versions later than v1.10.02 will be certified for these models.
- There will be no tech support for versions later than v1.10.02.
- They will have updates, SOS Virus and online support.

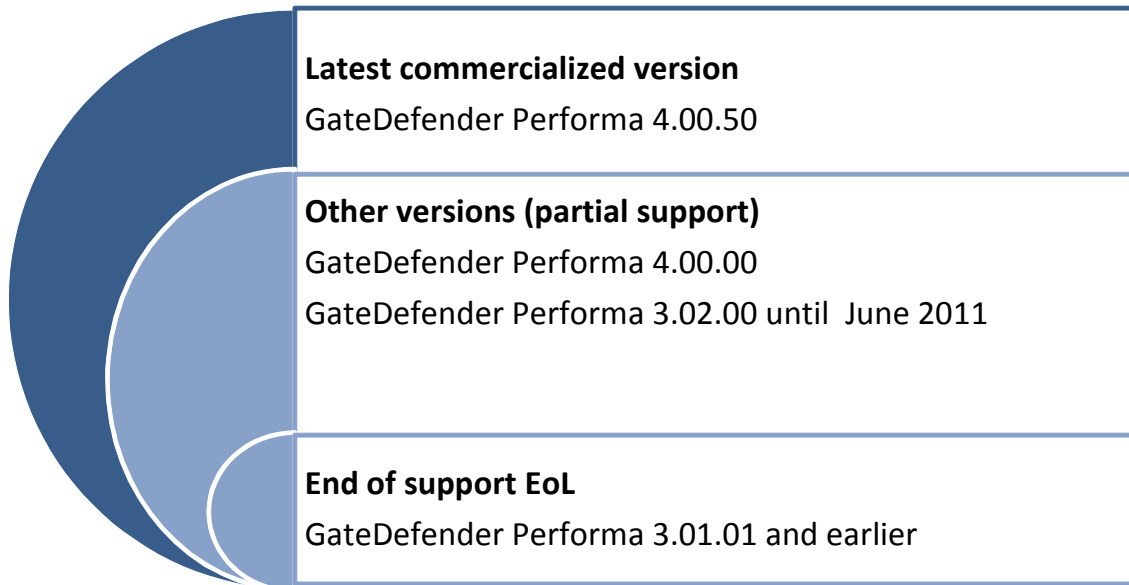
The EoL of **GateDefender Integra 100/300** based on **Portwell** hardware will coincide with the end of the last active maintenance associated with this product (11/02/2013).

The EoL of the products will imply that the updates, SOS Virus and online support will end; therefore, the appliance will no longer receive signatures for detecting new threats.

EoM/EoL GateDefender Performa notification – Release v4.00.50

With the release of the new version of GateDefender Performa 4.00.50 and its new features, there will cease to be services for the versions currently supported completely or partially.

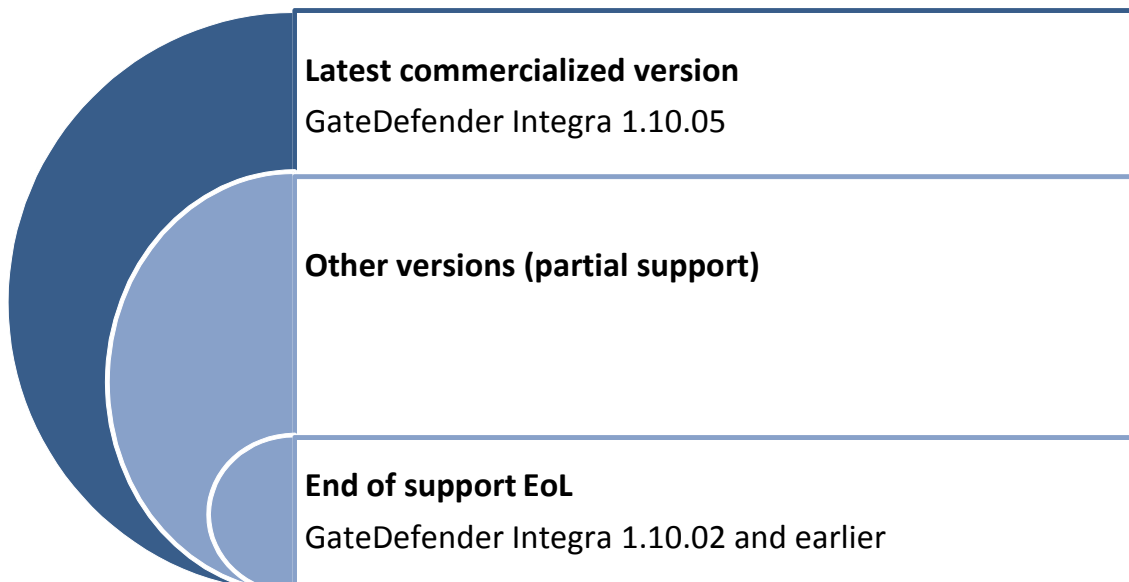
The scenario is as follows:



EoM/EoL GateDefender Integra notification – Release v1.10.05

With the release of the new version of GateDefender Integra 1.10.05 and its new features, there will cease to be services for the versions currently supported completely or partially.

The scenario is as follows:



RESUME

Suite version	Product/ Version	First Customer Shipment (FCS)	HARDWARE			SOFTWARE		
			End of Sale (EoS) - Hardware	End of Maintenance (EoM) - Hardware	End of Life (EoL) - Hardware	End of Sale (EoS) - Software	End of Maintenance (EoM) - Software	End of Life (EoL) - Software
GateDefender Performa								
GateDefender Performa – Plataforma Supermicro	GateDefender Performa 8000 series	----	---- (~ene-07)				sep-10	
GateDefender Performa – Plataforma Portwell	GateDefender Performa 8000 series	jun-06	oct-08				Performa 8050 -> sep-10	
GateDefender Performa – Plataforma Sun	GateDefender Performa 9100 & 9500	oct-08	oct-10					
GateDefender Performa – Plataforma Sun	GateDefender Performa 9050 & 9200	oct-08	jul-09					
GateDefender Performa – Plataforma Nexcom	GateDefender Performa SB	jun-09						
GateDefender Performa – Plataforma Nexcom	GateDefender Performa 9100 & 9500	nov-10						
GateDefender Performa	4.00.50	mar-11						
GateDefender Performa	4.00.00	sep-10					sep-11	
GateDefender Performa	3.02.00	jun-09					jun-11	
GateDefender Performa	3.01.01	ene-09					----	sep-10
GateDefender Integra								
GateDefender Integra – Plataforma Portwell	GateDefender Integra 100 & 300	jun-06	abr-10				abr-12	
GateDefender Integra – Plataforma Nexcom	GateDefender Integra SB	jun-09						
GateDefender Integra	1.10.05	nov-10						
GateDefender Integra	1.10.02	jun-09					may-11	
GateDefender Integra	1.10.01	~ene-08					----	nov-10