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NIKSUN General End of Life Policy

Frequently Asked Questions

As part of the normal product life cycle of a product, NIKSUN discontinues products and sometimes replaces them with newer versions. The questions below explain our policies for customer support when a product is no longer available.

1. What is "End of Life"?

When NIKSUN stops supporting a discontinued product.

2. Why is there an End of Life policy?

NIKSUN established a general End of Life policy in order to better communicate and set proper customer expectations about the availability and support for its products.

3. What is an "End Of Life" transition period?

The EOL transition period is the time between when a product is no longer generally available for sale and when the product is End-of-Life and is no longer supported.

4. What is "End of Sale (EOS)"?

When a product is no longer generally available for sale (discontinued). End of Sale is also the date at which we announce a product's End of Life.

5. When are customers notified about a product "End of Life"?

Customers will be notified of product End of Life when a product is removed from general availability (i.e. at its End of Sale date). Notifications will be available on the NIKSUN Web Site and SupportNet.

6. How long does the "End of Life" transition process take?

Software follows an N-2 policy. NIKSUN supports the current software version and two previous progressive software versions.

7. Is the End of Life policy the same for all NIKSUN products?

The NIKSUN End of Life policy is a general set of guidelines. There may be differences in the End of Life transition details for certain products. Any differences from the general policy will be spelled out as part of the product End of Life announcement and will be indicated in the Product Support Status chart.

8. Does my product support change when End of Life is announced?

No, any customer with a valid support contract will continue to be supported in accordance with their existing customer support agreement.

9. Can I still get support for a product that has reached "End of Life"?

All support stops at the End of Life date.

10. I'm using an old version of NIKSUN software. Can I still get support?

Software follows an N-2 policy. Technical support is available on a maximum of 3 versions of software at a time; the current version and the 2 previous progressive versions. Versions can be identified as one position to the right or left of the decimal point, indicating a progression of code. For example, in a series of releases 2.0, 2.1, 2.2, and 3.0, - when 3.0 becomes generally available, NIKSUN will officially End of Life version 2.0 code.

11. You no longer sell the same NIKSUN hardware platform I bought a while ago. Can I still get new software updates for the appliance?

For a period of three years after hardware is shipped to a customer, NIKSUN guarantees that there will be a supported version of software that will provide, at a minimum, the functionality stated in the original product release notes. Support for new software features is not guaranteed.

12. I have a NIKSUN appliance with the current version of software. Will I be able to upgrade to new versions of software when they are released?

Support for new versions of software may require hardware enhancements to memory, disk capacity, etc. NIKSUN will specify the minimum hardware requirements for supported software operation at each software release. It is the customer's responsibility to purchase any needed enhancements.

13. Some of the terms of my contract with NIKSUN Solutions are different than what is mentioned above. Is my contract still valid?

Yes, definitely. The policies listed above are general guidelines. If you have special contract terms these will always supersede these general terms. If you have any questions or concerns about your support contract, please contact us directly.

14. I've entered a bug with the Technical Support team, what happens if the product reaches "End of Sale" and the bug is not yet fixed?

Bug fixes will follow an N-2 policy, which means that bug fixes will stop will the product is no longer supported by NIKSUN. Bug fixes stop at the End of Life (EOL), which is the date at which NIKSUN stops supporting discontinued products.

15. Will enhancements be made on a previous version of code?

Enhancements follow an N-0 policy, which means that, when a new version of software ships, enhancements will cease on the previous version of code.

16. Can I purchase a previous version of software?

When a new version of software is released, the previous version is no longer generally offered to customers for sale.

Hardware End of Life Examples

NIKSUN guarantees a three-year support cycle for all hardware shipped to customers. For a three year duration from the time a customer purchases hardware from NIKSUN, said hardware is guaranteed to function as outlined in the product release notes for the specific software product purchased with the hardware. Furthermore, NIKSUN guarantees that there will be a supported version of software that will provide, at a minimum, the functionality stated in the original product release notes.

1. Customer purchases a NIKSUN in the following configuration

NetDetector 3.1 appliance

In this example, NIKSUN guarantees that there will be an officially supported version of software that will run on the purchased hardware and meets the functional criteria of the 3.1 code base for a minimum of three years from the time of purchase.

Software End of Life Example

NIKSUN will support an N-2 support cycle for all shipping software versions. In short, this means that we will support the current shipping version of code, and the TWO previous versions. The term "version" will apply to a progression of code that is indicated one position to the left or the right of the decimal point.

1. The following scenario occurs.

If the shipping version of code for NIKSUN NetVCR is version 4.0, Our N-2 support cycle mandates that we will support version 4.0, version 3.6 and version 3.5. In this example, version 3.1 would no longer be supported by NIKSUN.