

# Knowledge Base Article #APP424, Rev C

## Revised End-of-Life Policy for the Model 1010 Analog Appliance

**Versions Affected** ETM<sup>®</sup> 1010 appliance only.

**Reason for Revision** This end-of-life (EOL) policy has been revised due to changes in the software release schedule to which this policy was originally tied. The policy now states a calendar date for end of warranty and support. This calendar date adds 7 months to the originally projected date for the end of warranty and support.

**End-of-Life Policy for the Model 1010** SecureLogix announced end-of-life for the ETM model 1010 appliance in late 2005. End-of-sale preceded EOL announcement by several months. The functionality of the 1010 has been replaced by the 1012 and 1024 hybrid analog/VoIP appliances. This document details the policy for phasing out support for the 1010 appliance.

**Server Connection Support** These appliance models will not support any features beyond those in v5.0.x of the ETM System. Additionally, no testing has been done and no representation is made regarding the ability of these appliance models to connect to the ETM Server v6.0 or later.

**Technical Support and Bug Fixes** Technical support and critical bug fixes will be provided for these appliance models until December 31, 2009 to customers with valid support contracts.

**Hardware Warranty Renewals** The last date for the purchase of a one-year extended hardware warranty for one of these appliances was May 31, 2008. Warranties purchased for these appliances prior to that date cannot extend beyond December 31, 2009.

**Last Updated** 6/15/2009

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