

LANCOM Software Lifecycle Management

Reliable planning for your network

Reliability and future-proofness – two vital elements for any administrator or controller when planning and setting-up a network. With LANCOM Systems you have a manufacturer at your side providing a matchless investment protection. The LANCOM Lifecycle policies also offer maximum Transparency and binding planning reliability in Reference to firmware updates and support for your LANCOM infrastructure. As support for your concept and the strategic planning of your network you will find here an overview of our guidelines and the status of your devices.

Maximum future viability for your network

LANCOM products regularly receive major firmware releases throughout their lifetime and, when necessary, you benefit from manufacturer product support as well. Even if a product is no longer sold and discontinued (status "end of sale"), you continue to benefit from LANCOM services.

EOS – END OF SALE

A LANCOM product takes on the status EOS (end of sale) when it is no longer on sale from LANCOM. After discontinuation, the product continues to receive free feature updates for two further years and critical security updates for five further years.

EOL – END OF LIFE

Devices reach EOL (end of life) five years after the official discontinuation announcement. From that date on, no further feature updates or security updates will be available for the product. We recommend that you replace the device with its successor.*

*Hint:

The individual terms and conditions of existing support contracts (LANCOM Premium Support Access or Enterprise Support Access) apply.



Reliable and future-proof networks with LANCOM

For two years after discontinuation (end of sale), all LANCOM products still receive major firmware releases with new features, as well as release updates with improvements and bugfixes. Furthermore, you benefit from free technical manufacturer support and critical security fixes during this period.

If the device still has a valid warranty after these two years, we continue to offer free technical manufacturer support and critical security fixes for the entire warranty period.

Five years after discontinuation, the device reaches the status „end of life“. This means the device no longer receives any security fixes or technical manufacturer support.

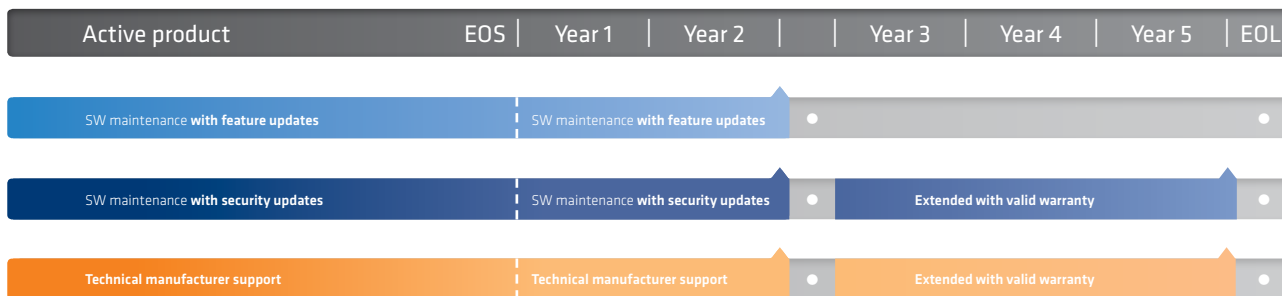
The month and the year of the device's discontinuation are the relevant factors for a switch of status. An example: The discontinuation of a device announced in August 2016 means that major firmware releases remain available until August 2018. Also until August 2018, the device receives critical security fixes and technical manufacturer support. If the product has still warranty after this date, the right of security fixes and technical manufacturer support is extended until the last day of the warranty.

Everything at a glance

For a 2-year period, following the official announcement of a product’s discontinuation by means of the LANCOM price list, the device is immediately subject to:

- > free major releases with new Features and Release
- > updates with general improvements and bugfixes
- > critical security fixes based on the last applicable firmware version
- > free technical manufacturer support

We also offer you free manufacturer technical support and critical security updates within the warranty period of your device.



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