

SUPPORT END OF LIFE POLICY

CTERA Networks Ltd

This document contains announcements of the end of support for various CTERA platforms.

END OF SUPPORT MATRIX FOR CTERA

Platform / Functionality	CTERA End of Support
CTERA P1200	From December 31 st , 2016 (announcement)
CTERA 4.1	From December 31 st , 2016 (announcement)
CTERA CloudPlug	From December 31 st , 2016 (announcement)
CTERA Agent for Windows XP	From December 31 st , 2016 (announcement)
CTERA Agent for Windows Server 2003	From December 31 st , 2016 (announcement)
CTERA Agent for Mac OS X 10.9 (Mavericks)	From December 31 st , 2016 (announcement)
CTERA Mobile	From December 31 st , 2016 (announcement)

CTERA P1200

End of Support Date: December 31st, 2016

CTERA Networks is announcing the manufacture discontinue and End of Life (EoL) of the P1200 device platform.

- Starting from CTERA Portal 5.5, existing P1200 installations can be migrated to alternative on-prem or cloud infrastructures such as: VMware, Amazon, OpenStack, Azure and more. For more information, contact CTERA Support Center @ <https://support.ctera.com>

Effective of December 31st 2016, CTERA Networks will end support for the P1200 device platform. End of support means that CTERA Networks will stop releasing improvements and/or bug corrections past the support end date.

CTERA P1200 end of life notes

- CTERA Networks will stop manufacturing the P1200 device platform.
- Disallow hardware and software support renewals (Cloud Care) for CTERA Portal running on the P1200 device platform.

CTERA P1200 end of support notes:

- Bugs found in CTERA Portal OS image or software version running on the P1200 device platform will not be fixed past the support end date.
- CTERA Portal v4.1, OS image and software, is the latest Portal version approved to run on the P1200 device platform. Future Portal version will not be tested on this platform.

CTERA 4.1

End of Support Date: December 31st, 2016

CTERA Networks is announcing the end of support for CTERA 4.1 software versions.

Effective of December 31st 2016, CTERA Networks will end support for CTERA 4.1. End of support means that CTERA Networks will stop releasing improvements and / or bug corrections for version 4.1 past the support end date.

CTERA 4.1 end of support notes:

- Bugs found in CTERA Portal 4.1 OS image will not be fixed past the support end date.
- Bugs found in CTERA Portal 4.1 software version will not be fixed past the support end date.
- Bugs found in CTERA Cloud Storage Gateway 4.1 firmware version will not be fixed past the support end date.
- Bugs found in CTERA Agent 4.1 software version for Windows, OS X and Linux platforms will not be fixed past the support end date.

To upgrade your CTERA Portal setup to version 5.0 or higher, submit a Portal upgrade request to CTERA Support Center @ <https://support.ctera.com>

CTERA CloudPlug

End of Support Date: December 31st, 2016

CTERA Networks is announcing the manufacture discontinue and End of Life (EoL) of the CloudPlug product.

- Replacement Products: <http://www.ctera.com/technology/cloud-storage-gateways/#models>

Effective of December 31st 2016, CTERA Networks will end support for CTERA CloudPlug. End of support means that CTERA Networks will stop releasing improvements and/or bug corrections past the support end date.

CTERA CloudPlug end of life notes:

- CTERA Networks will stop manufacturing CTERA CloudPlug
- Disable hardware and software support renewals (Cloud Care) for CTERA CloudPlug

CTERA CloudPlug end of support notes:

- Bugs found in CTERA CloudPlug 5.5 or earlier firmware versions will not be fixed past the support end date.
- CTERA 5.5 firmware will not be tested with CTERA CloudPlug.

CTERA Agent for Windows XP

End of Support Date: December 31st, 2016

CTERA Networks will end support for CTERA Agents installed on Windows XP on December 31st 2016. End of support means that CTERA Networks will not fix bugs in CTERA Agent's installed on Windows XP past the support end date.

CTERA Agent for Windows XP end of support notes:

- Bugs found in CTERA Agent 5.0 for Windows XP, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 will not be tested with Windows XP.

CTERA Agent for Windows Server 2003

End of Support Date: December 31st, 2016

CTERA Networks will end support for CTERA Agents installed on Windows Server 2003 on December 31st 2016. End of support means that CTERA Networks will not fix bugs in CTERA Agent's installed on Windows Server 2003 past the support end date.

CTERA Agent for Windows Server 2003 end of support notes:

- Bugs found in CTERA Agent 5.0 for Windows Server 2003, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 will not be tested with Windows Server 2003.

CTERA Agent for Mac OS X 10.9

End of Support Date: December 31st, 2016

CTERA Networks will end support for CTERA Agents installed on Mac OS X 10.9 (Yosemite) on December 31st 2016. End of support means that CTERA Networks will not fix bugs in CTERA Agent's installed on Mac OS X 10.9 (Yosemite) past the support end date.

Windows Mac OS X 10.9 end of support notes:

- Bugs found in CTERA Agent 5.0 for Windows Mac OS X 10.9, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 will not be tested with Windows Mac OS X 10.9.

CTERA Mobile

End of Support Date: December 31st, 2016

CTERA Networks will end support for CTERA Mobile 5.0 or earlier versions installed on Android and iOS device platforms on December 31st 2016. End of support means that CTERA Networks will not fix bugs in CTERA Mobile nor introduce enhancements past the support end date.

CTERA Networks will un-publish CTERA Mobile 5.0 from the Google Play and Apple app stores:

- iOS: <https://itunes.apple.com/us/app/ctera-mobile/id702758536?mt=8>
- Android: <https://play.google.com/store/apps/details?id=com.ctera.CTERAMobile&hl=en>

CTERA Mobile end of support notes:

- Bugs found in CTERA Mobile 5.0 or earlier versions will not be fixed past the support end date.
- CTERA Mobile 5.0 or earlier versions will not be tested with CTERA Portal 5.0 or 5.5.

In May 2016, CTERA Networks featured an updated version of CTERA Mobile for iOS and Android. Users can obtain the updated versions from Google Play and Apple app stores:

- iOS: <https://itunes.apple.com/us/app/ctera/id1071368834?mt=8>
- Android: <https://play.google.com/store/apps/details?id=com.ctera.networks.android>