



SteelConnect EX End of Life Policy

This policy outlines how Riverbed handles end-of-availability and end-of-support for SteelConnect EX hardware and software products. This policy does not apply to other Riverbed products; see www.riverbed.com/supportpolicy for Riverbed's standard end of life and end-of-support policies for such products.

If you have questions or would like more information, email us at support@riverbed.com or call +1.415.247.7381 (toll free in the United States and Canada: +1.888.782.3822).

Definitions

- **appliance product** – SteelConnect EX hardware only products on the Riverbed price list that are not upgrades or components of other products. Appliance products do not include any software products.
- **cold spares** – SteelConnect EX appliance products (sold without an accompanying software product license) that customers may keep as on-site hardware replacement units that may be used only when an equivalent appliance product fails, is no longer operational, and is disconnected from the network.
- **component spares** – Component spares include any component of a SteelConnect EX appliance product on the Riverbed price list (such as disks, memory, and NIC cards).
- **end-of-availability** – The date a SteelConnect EX product is no longer available from Riverbed.
- **end-of-support** – The date a SteelConnect EX product is no longer supported by Riverbed.
- **hardware upgrade** – SteelConnect EX appliance products on the Riverbed price list that include hardware components that add functionality to an appliance product. Hardware upgrades include SteelConnect EX appliance product model upgrades that contain any hardware component.
- **license upgrade** – SteelConnect EX software products on the Riverbed price list that add capacity or software functionality to a software product through a license key without requiring additional hardware. License upgrades do not contain any hardware components.
- **software product** – Standalone SteelConnect EX application software on the Riverbed price list that are not upgrades or components of other products. SteelConnect EX software products can be installed on non-Riverbed hardware.

End-of-Availability and End-of-Support: Appliance Products

Riverbed issues an end-of-availability notice generally 30-60 days before we remove an appliance product from our ordering system and price list.

We will continue to offer maintenance and support services on the appliance product as follows:

- Access to telephone, email, and website support for the appliance product for five years from the end-of-availability date
- Hardware defect repair and replacement services for five years from the end-of-availability date, including repair and/or replacement of component parts of the appliance product. We reserve the right to substitute functionally equivalent products and/or peripherals.

The end-of-support date for an appliance product applies to all hardware upgrades, component spares, and cold spares associated with that appliance product. Supply permitting and at our discretion, we may continue to make available for purchase these hardware upgrades, component spares, and cold spares after the end-of-availability date of an appliance product as follows:

- Hardware upgrades – For up to two years after the appliance products' end-of-availability date
- Component spares – Supply permitting and at our discretion, after the appliance product's announced end-of-availability date
- Cold spares – Supply permitting and at our discretion, after the appliance product's announced end-of-availability date



If we sell a hardware upgrade, license upgrade, component spare(s), or cold spare(s) for use with an appliance product after its announced end-of-availability date, that sale will not change the previously announced end-of-availability or end-of-support dates for that appliance product.

In addition, supply permitting and at our discretion, we may continue to make available for purchase refurbished appliance products and/or excess inventory of new appliance products after the end-of-availability date.

If we sell a refurbished or new appliance product after its end-of-availability date, that sale does not change our previously announced end-of-availability or end-of-support dates for that appliance product.

End-of-Availability and End-of-Support: Software Products

Riverbed issues an end-of-availability notice generally 30-60 days before we remove a software product from our ordering system and price list. The end-of-availability date for software products is the date after which the software product is no longer made available by Riverbed and no new major or minor software releases will be made available for that software product, but maintenance releases will continue to be made available until the end-of-support date for that software product.

The end-of-support date for a release of a software product is the date after which no support or maintenance, including without limitation any new maintenance releases, will be made available for that release of the software product.

SteelConnect EX software products are licensed on a subscription basis that includes bundled Riverbed support for the term of the subscription. Riverbed will provide support and maintenance for SteelConnect EX software products for the full duration of any subscription license period purchased in accordance with the terms set forth in this policy.

We will continue to offer our maintenance and support services on the software product as follows:

- Telephone, email, and website support for the full duration of any subscription license period purchased
- Software maintenance releases for certain major releases until the applicable end-of-support date as set forth in the Software Product Version Support section below

The end-of-support date for a software product applies to license upgrades associated with that software product. At our discretion, we may continue to make available for purchase these license upgrades, for up to one year after the end-of-availability date of the software product.

Software Product Version Support

We determine at our sole discretion the timing and content of any software release. Customers under current paid support agreements can obtain new versions of our software by downloading the updates from [Software & Documentation](#).

SteelConnect EX software product releases are designated by the form X.Y.Z (where X, Y, and Z are integers) and are characterized as follows:

Release Type	Release Designator Changes to	Release Content
Major	X changes to X' which is greater than X. Y and Z are set to zero.	Contains major new features, and may also contain minor new features and software error corrections.
Minor	X does not change. Y changes to Y' which is greater than Y. Z set to zero.	May contain a mix of minor enhancements and software error corrections.
Maintenance	X and Y do not change. Z changes to Z' which is greater than Z.	Contains software error corrections (maintenance, patches, and bug fixes) to existing features.



Our standard practice is to provide maintenance releases on each major release for at least two years after that major release first becomes generally available to Riverbed's customers and partners. Riverbed issues an end-of-support notice for software products generally 60-90 days before we cease providing maintenance releases for a major release.

If a major release of a software product reaches the end-of-support date and no later major release is available that is still eligible to receive maintenance releases, Riverbed shall provide, at no additional charge, any current subscription licensee of such software product with a replacement item of SteelConnect EX software that has the same or better features and functionality and is eligible to receive maintenance releases under this policy. The subscription for such replacement item of SteelConnect EX software will be co-terminated with the original subscription license period purchased.

At our discretion, we may provide support for older releases. If you encounter an error in a version of the software that is other than the latest release of any type, we may require you to upgrade to a specified later version to obtain a correction of the error.

Without limiting Riverbed's obligation to provide maintenance and support services for appliance products or software products as set forth in this policy, you are solely responsible for ensuring that the hardware on which you run any software product (including any appliance product) meets all applicable published specifications for such software product, including without limitation all applicable technical requirements. You acknowledge that failure to run any software product on hardware meeting the applicable published specifications may result in the loss of functionality and/or the inability to use the software product on such incompatible hardware.