



Visual UpTime Support for Discontinued ASEs and Software April 13, 2004

In conjunction with the launch of our new Visual UpTime® *Select*™ product line, Visual Networks® announced in November 2003 that the legacy Visual UpTime products will no longer be orderable after April 30, 2004. The policy for discontinued products and ongoing support of Visual UpTime ASEs and Software is outlined below.

Discontinued products that are no longer orderable after April 30, 2004*:

- Visual UpTime PAM Servers (replacement: Visual UpTime *Select* Servers)
- Visual UpTime Software versions 7.2 and prior (replacement: Visual UpTime *Select* software licenses)
- ASE models that are not supported under Visual UpTime *Select***
- Reinstatement of lapsed Visual UpTime software maintenance

*Contact your Visual sales representative for Visual UpTime *Select* replacement products and SKU numbers.

**Refer to below list of ASE model numbers supported under Visual UpTime *Select*.

Software Support Policy:

Visual Networks provides software support for servers covered under software maintenance that are running the most current version of a software product and the two prior versions. As of the date on this document, the currently supported versions of Visual UpTime and Visual UpTime *Select* are as follows:

Visual UpTime (Discontinued):
Current Release: Version 7.2
Two Prior Releases: Version 7.1 and 7.0

Visual UpTime *Select* (New):
Current Release: Visual UpTime *Select*
Two Prior Releases: None

As a general rule, software maintenance renewals are available only for the currently supported software releases. Visual Networks will allow *renewal* of software maintenance for discontinued Visual UpTime software (versions 7.2 and all prior) until December 31, 2004. ASE hardware warranty extensions and warranty services for discontinued ASE hardware are also available for renewal until December 31, 2004. All renewals for discontinued products will be prorated so that the term expires no later than December 31, 2005. This offer does *not* extend to reinstatement of lapsed software maintenance.

Incentive for customers migrating to Visual UpTime *Select*:

For customers who are not current on software maintenance, Visual Networks will allow purchase of software maintenance for all prior Visual UpTime software versions provided that the software maintenance is purchased before April 30, 2004 and the customer performs the Visual UpTime *Select* upgrade.

In the event of obsolete server hardware that prevents the software upgrade, the Visual Networks obsolete server hardware replacement program guidelines are outlined on the Visual Networks customer care website at: www.visualnetworks.com/support/Hardware_Upgrade_Program.html.

ASE Support:

Ongoing ASE support is dependent upon the model number of the ASE. The model number of the ASE is obtained from the label on the ASE itself (format is either 807-MMMM or 807-MMMM-X) where MMMM represents the model number. The model number is also revealed on the ASE inventory report in the form of a serial number or product ID. The serial number/product ID format is MMMM-XXXXXXX where MMMM represents the model number.

ASE model numbers that are supported in Visual UpTime Select are as follows:

0001	0023	0045	0076	0082
0007	0024**	0046	0080	0083
0022	0044	0049	0081	0090

ASE model numbers that are supported in Visual UpTime *Select* are eligible for the following until further notice:

- Visual UpTime *Select* licenses equivalent to the legacy Visual UpTime feature functionality: one license per supported ASE to include Real-Time, Back-in-Time, Traffic Capture and Class-of-Service (note: some ASE models do not support Class-of-Service)
- Hardware Warranty Extensions
- Enhanced Hardware Warranty Services (Bronze, Gold, International Gold)

****ASE Model 0024 Exceptions:**

- ASE model 0024 will be supported in all Visual UpTime *Select* releases until the first software release after January 1, 2005 (release number and date TBD)
- No additional functionality will be supported in the model 0024 due to hardware constraints
- Prior to or at the time of the first Visual UpTime *Select* software release after January 1, 2005, customers with model 0024 ASEs must choose one of the following courses of action:
 1. Upgrade to the new release of Visual UpTime *Select* and forfeit management of any model 0024s that remain on the network
 2. Remain on the old Visual UpTime *Select* version and continue to manage the model 0024s in the old Visual UpTime *Select* server with the understanding that the software version will eventually become unsupported.
 3. Replace all model 0024 ASE units with new model T1 ASEs. The software license keys granted the model 0024 at the time of the upgrade to *Select* from v7.2 for are not transferable to a new ASE. Customers must purchase the new T1 ASE and the appropriate *Select* T1 upgrade license.

Discontinued ASEs (not Supported in Visual UpTime Select)

All ASE models that are NOT listed above are not supported in Visual UpTime *Select* and are discontinued as of April 30, 2004. The following rules apply for unsupported ASEs:

- Discontinued / not orderable after April 30, 2004
- Not eligible for licenses when upgrading to Visual UpTime *Select*
- Hardware Warranty Extensions not renewable after December 31, 2004 - prorated to expire no later than December 31, 2005
- Enhanced Hardware Warranty Services (formerly "Hardware Maintenance") not renewable after December 31, 2004 - prorated to expire no later than December 31, 2005

Options for customers who own discontinued ASEs:

Customers who own more than one fully licensed Visual UpTime PAM server (v7.2 or prior) may choose to refrain from upgrading one (or more) of their servers to Visual UpTime *Select*. This will enable continued management of the discontinued ASEs on the non- Visual UpTime *Select* server(s) until the discontinued ASEs can be replaced. Customers must own or purchase at least two fully licensed Visual UpTime 7.2 PAM servers to take advantage of this option. Per the Visual UpTime *Select* upgrade authorization form: customers may not install the Visual UpTime *Select* upgrade software on any server other than the server for which the upgrade was intended.

Support Summary Chart:

Product	Versions	Last Date to Renew Software Maintenance	Last day of Software Support	Software Maintenance Renewal Period Maximum
Visual UpTime PAM Servers	7.2 and prior	12/31/2004	12/31/2005	Prorated to expire by 12/31/2005 (can exceed one year).
Visual UpTime ASEs	Supported in <i>Select</i>	Not Applicable	Not Applicable	Not Applicable
Visual UpTime ASEs	Not supported in <i>Select</i>	12/31/2004	Varies – typically one year from expiration	Not to exceed one year

Should you have any questions regarding discontinued products, the new Visual UpTime *Select* product line, or the transition and upgrade process, please contact your Visual Networks sales representative or call 1-800-240-4010.