End of Life Announcement for Huawei Agent Desktop V100R001 Version

Date :June 30,2014

Subject: End of Life Announcement for Huawei Agent Desktop V100R001 Version

Dear Customers,

To help you better cope with challenges brought by market changes and technological innovations, Huawei hereby informs you of the milestones in the life cycle of Agent Desktop V100R001.Hopefully this information can give you a reference on making future network development plans.

The sales of Huawei Agent Desktop V100R001 will be stopped on December 31,2014. Please note that you can not place order after the EOM date.

The full support for Huawei Agent Desktop V100R001 will be stopped on June 30,2015. After that day, No patch will be released for rectifying Agent Desktop V100R001 software defects.

The service of the Agent Desktop V100R001 will be stopped from December 31,2019. After that day, Huawei no longer provides any services related to Agent Desktop V100R001(including the service hotline). However, during the period of one year from the day December 31,2019, you may visit http://support.Huawei.com to search or download the FAQ and resolved problem cases related to Agent Desktop V100R001.

Table1 describes the end of life milestones, definitions, and dates for Agent Desktop V100R001.

Table1 End of life milestones and dates for Agent Desktop V100R001

|  |  |  |
| --- | --- | --- |
| Milestone | Definition | Date |
| EOM | End of Marketing. The EOM date is the  date from which the acceptance of the  POs for new deployments and capacity  expansions will be rejected. The product  is not sold any longer after the date. | December 31,2014 |
| EOFS | End of Full Support. After the EOFS,R&D  will not develop patches for the software version. | June 30,2015 |
| EOS | End of Service and Support. After the EOS, Huawei does not provide software problem  analysis services. | December 31,2019 |

Huawei suggests that you use new version or upgrade your old one to new version, which has similar features and capabilities but optimized functions compared with EOM&EOFS&EOS. We will continue to provide high-level services for your new software version

Table2 Replacement release

|  |  |
| --- | --- |
| End of Life Release | Replacement Release |
| Agent Desktop V100R001 | Agent Desktop V200R001 |

Hopefully this announcement can help you plan your future networks. This measure will not affect the existing service relationship and quality. We are consistently dedicated to providing you with other excellent products and services. If you have any questions, please contact your Huawei account manager.

Huawei Technologies Co., Ltd.

June 30,2014