

# Channel Notification

Symantec™ Reporter 9.5  
2<sup>nd</sup> October 2017



## Discontinuation

Channel Notification ID	CN0140
Product Name	Symantec™ Reporter
Product Version	9.5
Effective Date	6 <sup>th</sup> May 2018
Disclaimer	Any information regarding future Symantec offerings, future updates or other planned modifications is subject to ongoing evaluation by Symantec and therefore subject to change. This information is provided without warranty of any kind, expressed or implied. Customers who purchase Symantec offerings should make their purchase decision based upon features that are currently available.

## Product Information

Symantec is announcing the discontinuation of Symantec™ Reporter 9.5, effective 6<sup>th</sup> May 2018.

## Discontinuation & Migration Options

The last date of availability for Symantec™ Reporter 9.5 will be 6<sup>th</sup> May 2018. Existing Symantec™ Reporter 9.x customers with active maintenance who purchased before 1<sup>st</sup> May 2016 are eligible to obtain special upgrade pricing to assist in the transition to Symantec™ Reporter 10.x. Please see the table below for migration information.

Current Product	Replacement Product
Symantec™ Reporter 9.x	Symantec™ Reporter 10.x

## End of Life Policy

In the course of developing and delivering innovative and functionally richer products that address customer needs, Blue Coat Systems may from time to time discontinue certain products, platforms and models. Blue Coat's Product End-of-Life Policy is intended to provide information to help customers plan the evolution of their environment and make more informed purchase, support and upgrade decisions.

This policy applies to Blue Coat Appliances that reach End of Sale date after 30<sup>th</sup> April 2010.

Blue Coat reserves the right to modify this policy for specific products as business demands justify. This policy and any modifications to this policy including notices and information regarding EOS, including the last date to order new Appliances, renew support contracts and suggested migration path(s) for the affected Appliances will be posted on the Support Policies section of the Blue Coat web site.

- a Appliances are typically supported for at least five years from the Appliance purchase date for customers under active maintenance agreements. The actual EOL date for each Appliance may vary and will be the later of (i) 5 years from the purchase date, if the purchase is made prior to the end of the fiscal quarter in which an EOL notification is issued and (ii) the EOL date, which date shall always be issued by Blue Coat with two years' advance notice. The five years of support availability for Appliance purchases made after the Blue Coat fiscal quarter in which the EOL notification was made will be prorated and will relate back to the last day of that fiscal quarter in which the EOL notification was made. In order to achieve full support availability, customers must have continuous support with no gaps in coverage. Commencing on the EOL notification date and during the period until EOL date, Blue Coat will continue to provide:
  - i. Technical support;
  - ii. Spares or replacement parts for Equipment in accordance with the Return Materials Authorization (RMA) process. If an identical appliance or component is not available, Blue Coat will replace with a similar or better; and
  - iii. A supported version of OSS that is compatible with the Equipment, subject to (b)(iv) below.
- b OSS support will be as follows:
  - i. In general, Blue Coat will support a given Major or Minor Release of OSS for a minimum of 180 days from EOM notification, unless the Release is designated as a Standard or Long Term Release.
  - ii. In the event Blue Coat designates a specified Release as a Standard Release, such release will be supported for a minimum of 1 year from EOM notification.
  - iii. In the event Blue Coat designates a specified Release as a Long Term Release, such release will be supported for a minimum of 2 years from EOM notification.
  - iv. Customers may be required to upgrade to the latest OSS release in order to correct a reported problem.
- c For some software releases (Blue Coat Software Products or OSS), the EOM and EOL date will be the same. If the EOM date is not specified on the Support Policies section of the Blue Coat web site, the EOM date is the same as the EOL date.

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- d Customers are advised to move to the most current Maintenance Release (x.y.z) for the given Minor Release (x.y). For purposes of clarification, bug fixes and limited enhancements (if applicable) will be provided on the most current Maintenance Release only during the applicable notice period.
- e The Blue Coat support services outlined above require a current support contract for the Blue Coat Product. Support contracts that have not been renewed timely or have lapsed after 12 months of the EOS date are not renewable. Renewal of support contracts will generally be available until the last year of support, but will not extend beyond the EOL date. Please contact your Blue Coat sales representative or Blue Coat channel partner regarding fees payable during the period between EOS and EOL.

Product	Version	End of Sale	End of Maintenance	End of Life
Symantec™ Reporter	9.5	6 <sup>th</sup> May 2018	6 <sup>th</sup> May 2019	6 <sup>th</sup> May 2019

## Technical Support Definitions

**Appliance:** The Equipment with the Operating System Software (OSS).

**Blue Coat Software Products:** Products offered by Blue Coat only in software form.

**End of Life (EOL):** The last date support is available for the applicable product. This is the last date Blue Coat will respond to any issues with the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.

**End of Maintenance (EOM):** The last date defects will be fixed for an OSS release. After this date, Blue Coat will no longer commit to develop, repair, maintain or test the OSS.

**End of Sale (EOS):** The last date the applicable Equipment may be purchased.

**Equipment:** The physical product, or platform and its physical components.

**Long Term Release (LTR):** Minor Release of OSS that will be supported for a minimum of 3 years from designation as an LTR or a minimum of 2 years after EOM notification, whichever date occurs later.

**Standard Release:** Minor release of OSS that will be supported for a minimum of 1 year after EOM notification.

**Operating System Software (OSS):** Blue Coat operating system software.

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## OSS Release Nomenclature:

**Major Release (x):** Significant new functionality or major architectural change to the previous version of the OSS.

**Minor Release (x.y):** New features added to the OSS to enhance capabilities, improve usability and serviceability.

**Maintenance Release (x.y.z):** Primarily meant to fix bugs and OSS defects, although limited OSS enhancements may be included.

**Patch Release (x.y.z.a):** Resolves one or more specific OSS defects, made available to a limited set of customers.