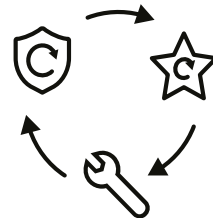


LANCOM Lifecycle Management

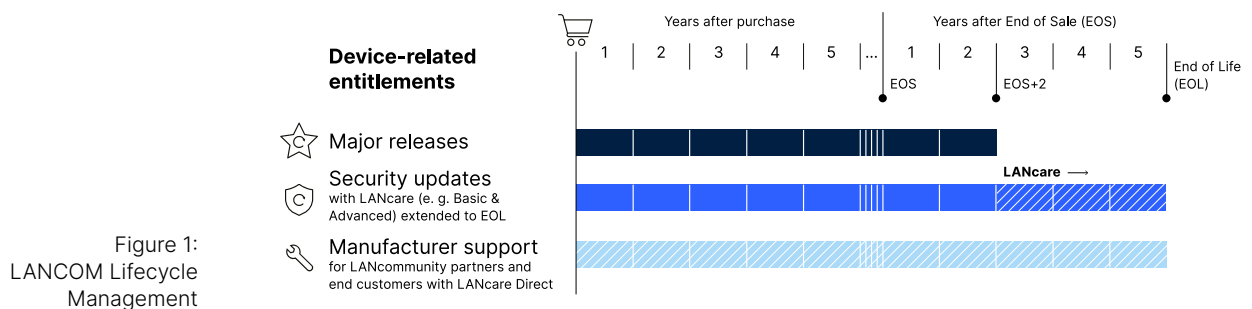


Reliable planning for your network

Reliability and future-proofness — two vital elements for any administrator or controller when planning and setting-up a network. With LANCOM Systems, you as a partner / reseller and end customer have a manufacturer at your side providing a matchless investment protection. The LANCOM lifecycle policies also offer maximum transparency and reliable planning with regard to firmware updates and support for your LANCOM infrastructure. As support for your concept and the strategic planning of your network you will find here an overview of the policies as well as information on the status of your devices and optionally available service products ([LANcare](#)).

Maximum future viability for your network

LANCOM products receive regular software maintenance within the LANCOM lifecycle* with free major releases and security updates. Technical manufacturer support is available for [LANcommunity partners](#). As an end customer, you can contact a LANcommunity partner [in your region](#) and purchase service products (LANcare Direct) from them. Further information on end customer support can be found on the [support contact website](#).



* Please note that different regulations apply to the LANCOM R&S® Unified Firewalls with regard to the Lifecycle Management including End of Sale and End of Life policies) (see page 05).

EOS—End of Sale

If a product is no longer sold and officially discontinued (status “End of Sale”), you continue to benefit from LANCOM services. For EOS products, LANCOM provides free major releases with new features, security updates and release updates with detailed improvements, security fixes, and bug fixes for download **for two subsequent years**.

If an active LANcare service product is registered for your device, you will continue to receive security updates, in the case of LANcare Basic or LANcare Advanced always up to the **“End of Life” (EOL) date of the device**.

Regardless of the security updates, technical manufacturer support is included for LANcommunity partners until the EOL date of the device and is available for end customers with LANcare Direct for the duration of the service product (1, 3, or 5 years).

EOL—End of Life

Five years after discontinuation of the product via the official LANCOM price list the product reaches the status "End of Life". From that date on, the hardware or replacement service for repairs and replacement parts ends. In addition, neither major, minor, release, or security updates nor technical manufacturer support will be offered for the product unless you have agreed individual terms and conditions in support contracts. Therefore, we recommend replacing the device with its successor. If you have any questions regarding that, please get in touch with your sales person or contact services@lancom.de.

LANcare — Maximum planning security for minimal concerns

As a strong basis for continuous, secure business operations, the optional LANcare service products allow costs and services to be calculated right from the start, so that LANCOM devices are safeguarded for the long term.

Depending on the LANcare product selected, consistent support from LANCOM is available in the form of manufacturer support with guaranteed service and response times, security updates up to EOL, and advance replacement of the device.

Find the suitable LANcare product for you with the practical LANcare comparison!

LANCOM Lifecycle Management in practice

The month and the year of the device’s discontinuation are the relevant factors for a switch of status. An example: The discontinuation of a device announced in August 2023 means that major firmware releases and security updates remain available at least until August 2025. If the device is still entitled to a replacement service in the event of a defect after this date or if a service product such as LANcare Direct Advanced 24/7 is registered, the device will continue to receive security updates, technical manufacturer

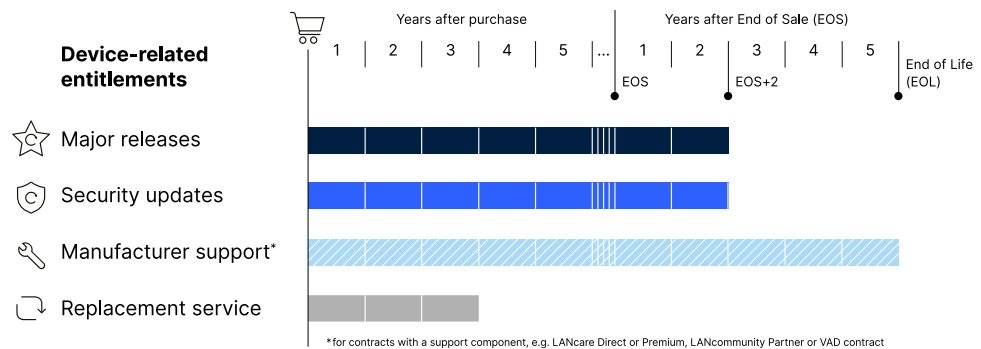
support, and a Next Business Day advance replacement in the event of a device defect until the entitlement expires or until the End of Life date in August 2028 at the latest.

The following examples show what the LANCOM Lifecycle Management looks like for your products, whether they are gateways / routers, WLAN devices, switches, or Unified Firewalls. In addition, specific lifecycle features for LANCOM R&S®Unified Firewalls are described.

SD-WAN gateways and wireless LAN devices

In the event of a defect, your devices are entitled to a replacement service (return & replace) for three years. Even if your device receives the “End of Sale” status in the meantime, your period of three years remains unaffected.

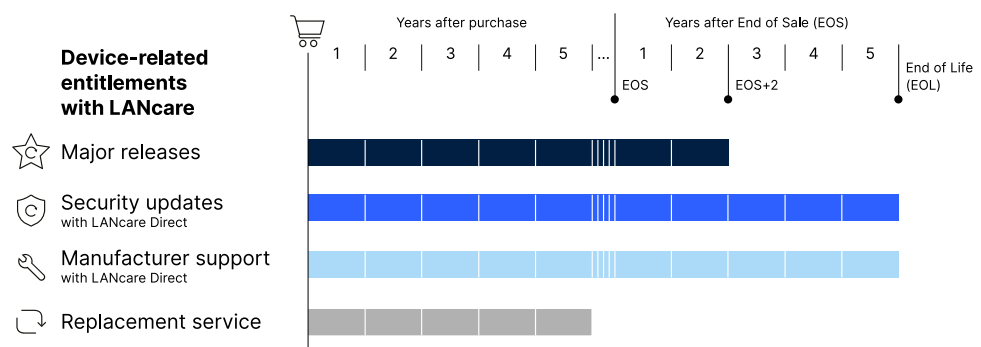
Figure 2:
Purchase of a device
with three years
replacement service



SD-WAN gateways and wireless LAN devices with LANcare

When you purchase **LANcare Direct products** for your devices, you receive security updates and prioritized manufacturer support during the term. And best of all: LANcare Direct Advanced 10/5 and 24/7 also include a five-year advance replacement including delivery on the next working day* during the term. Ideally, you should register the service product directly when you purchase your device, but at the latest within the first three months, so that your LANCOM products are perfectly protected.

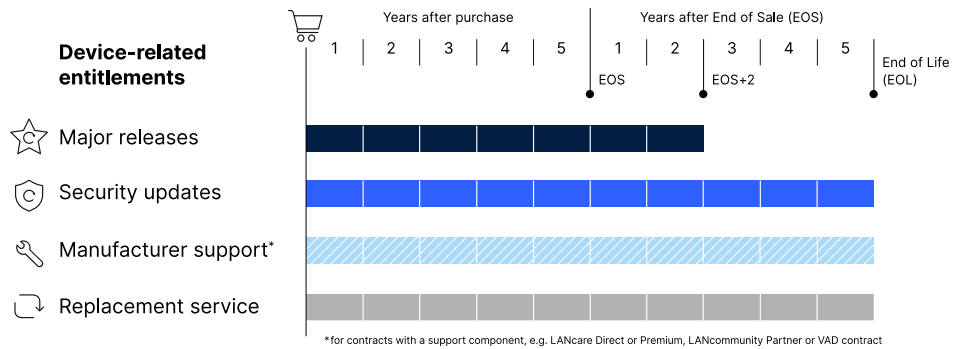
Figure 3:
Purchase of a device
with three years
replacement service
and LANcare Direct



Switches with Limited Lifetime Warranty

If you decide to purchase a switch with Limited Lifetime Warranty (LLW), you will receive a replacement service and security updates up to the EOL date (max. 10 years). An additional advance replacement* in the event of a defect is available for these LLW switches with the purchase of LANcare NBD Replacement.

Figure 4:
Purchase of a switch
with LLW



Switches with five years replacement service

Switches without Limited Lifetime Warranty are entitled to a replacement service (return & replace) for five years in the event of a defect. If you purchase the device on the EOS date, you will receive this protection until the EOL date.

Figure 5:
Purchase of a switch
with five years
replacement service

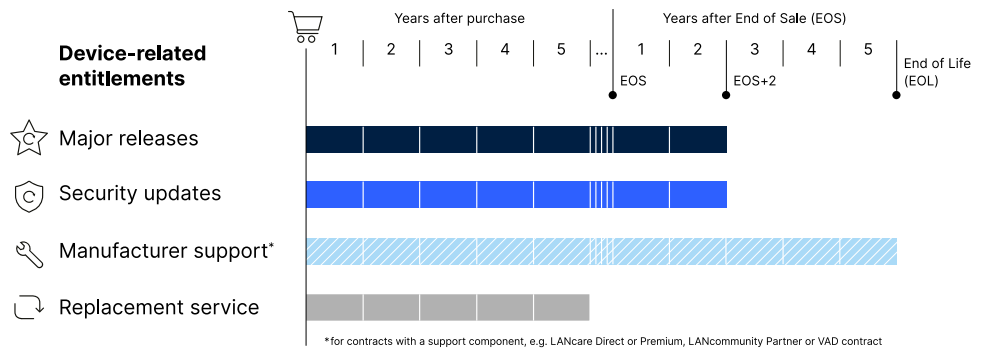
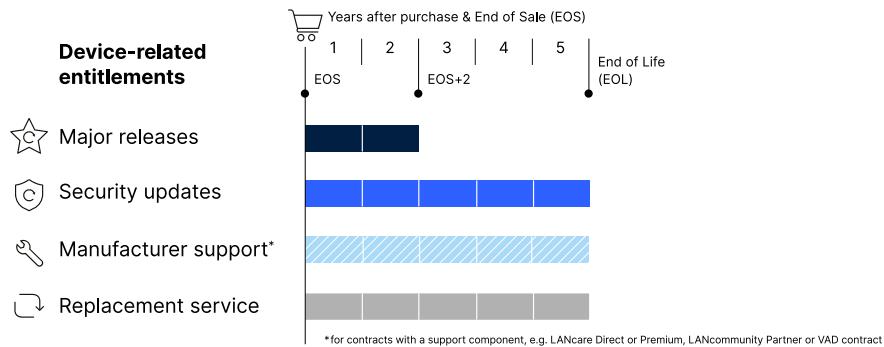


Figure 6:
Purchase of a switch
on the EOS date



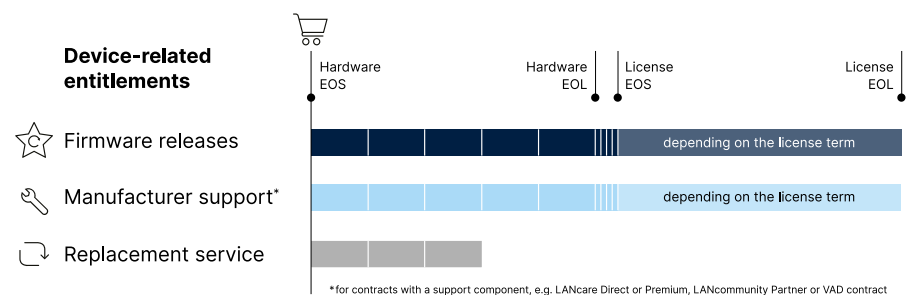
* applies to metropolitan areas within the EU; in rare cases, delivery may be postponed to the following working day.

Unified Firewalls

The lifecycle management of the LANCOM R&S® Unified Firewalls differentiates between hardware and the license necessary for operation. That means for you concretely:

- **Hardware:** Five years after the discontinuation date (EOS date) the EOL date begins. Regardless of the date of purchasing, you will receive a replacement service until the EOL date, as well as the option for chargeable repairs outside the entitlement period. The hardware service for repairs and replacement parts ends with the EOL date.
- **License:** The operation of the LANCOM R&S® Unified Firewalls requires an active function license, which you can purchase in the basic and full versions for 1, 3, or 5 years. With this license you can continue to operate your firewall beyond the hardware EOL date and continue to benefit from firmware releases and updates as well as technical support from the manufacturer. With an active function license, manufacturer support for LANcommunity partners is always included until the license EOL date and is available for end customers with LANcare Direct during the LANcare term (max. until the license EOL). After the license of a firewall type has been discontinued, renewal is no longer possible. When a discontinued firewall is no longer supported, shows the web page of the Lifecycle Management product tables. The webpage of the [Lifecycle Management product tables](#) provides information on the date when a discontinued firewall is no longer supported.

Figure 7:
Lifecycle Management
Unified Firewalls when
purchased on EOS date

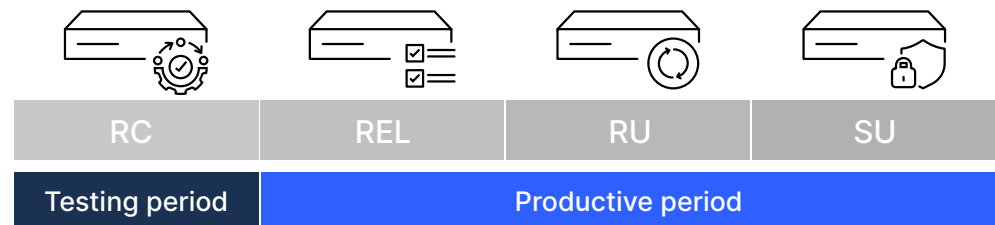


All at a glance

A detailed overview of the services and optional LANcare products in the LANCOM product portfolio can be found in the [LANCOM Service & Support overview](#).

Glossary— Version labels

The free operating systems LCOS, LCOS FX, LCOS LX, and LCOS SX are constantly undergoing further development. The following information explains the notation of the development status and version labels.



Release Candidate (RC)

A release candidate has been extensively tested by LANCOM and includes new LCOS features. It is suitable for testing and is not recommended for use in productive environments.

Release Version (REL)

The release has been extensively and successfully tested in practice. It contains new features and improvements to previous LANCOM operating system versions and is therefore recommended for use in productive environments.

Release Update (RU)

A release update is a further development of an initial release version in productive environments and contains minor improvements, security fixes, bug fixes, and smaller features.

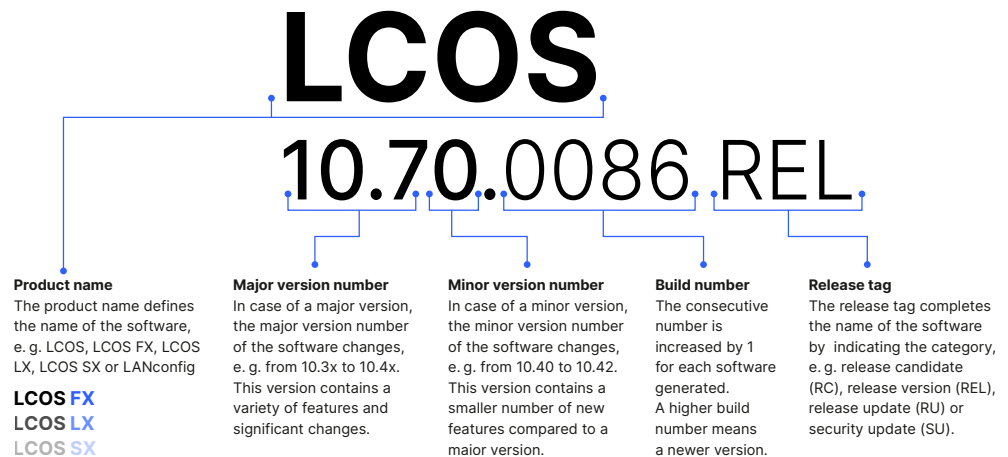
Security Update (SU)

Important security fixes of the respective LANCOM operating system version are included in a security update and ensures that your security level remains very high on an ongoing basis in your productive environment.

For more information on the current software versions, see online the [firmware version overview](#).

Glossary— Software notation

The notation of the LANCOM operating system versions always follows the same pattern. The following graphic illustrates how you can differentiate major from minor versions and recognize the development status of the firmware.



All information on LANCOM Lifecycle Management can also be found online at www.lancom-systems.com/lifecycle.