

Concerned Area: <input type="checkbox"/> Software <input checked="" type="checkbox"/> Hardware			
Title:	<u>ZephyrTel Mobile Messaging Lithium Hardware Lifecycle Announcement</u>		
Product:	Lithium	Issued:	June, 2020
Customers: Affected	All ZephyrTel Lithium Customers and Partners		
Hardware: Affected	Lithium supported hardware (see below)	Author:	Prakash Ramamurthy
Feature(s): Affected	NA		
Notification Statement			
This is the yearly product bulletin concerning the Lithium Mobile Messaging supported hardware from ZephyrTel. This Product Bulletin replaces all the earlier versions: 'NewNet Mobile Messaging Hardware lifecycle announcement'.			
Customer Impact			
Details of this announcement are provided in the table and Lifecycle phases defined below. <u>Server Platform</u>			

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	2020				2021				2022				2023
	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1H
MM-Specific Hardware													
HPE ProLiant DL380 Gen10 ¹	Supported												
HPE ProLiant DL380 Gen9	Supported												
HP DL380p Gen8 ²	Supported				UnSupported								
HP DL380 G7	UnSupported												
HP DL380 G6	UnSupported												
Sun Fire X4-2	Supported				UnSupported								
Sun Fire X3-2	Supported				UnSupported								
Sun Fire X4170M2	UnSupported												
SunFire X4170	UnSupported												
SunFire x4150	UnSupported												

Note 1: MD dates of GA servers are based on expectations

Note 2: Memory upgrade may be required for GA software releases

Note 3: HW that isn't mentioned in the table above is already EOL (or never productized)

Networking Platform

	2020				2021				2022				2023
	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1H
MM-Specific Hardware													
Cisco C3850 1	Limited Support												
F5 BIGIP-IP 2000	Limited Support												Unsupported
F5 BIGIP-IP 1600	Limited Support								Unsupported				
F5 BIGIP-IP i2600 1	Supported												

Note:

HW that isn't mentioned in the table above is not supported. (eg.: Cisco switches 4948 & 4948E-F)

For Solaris customers/customers using Oracle Hardware, please also reference PB000040.

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This announcement provides information to assist customers in planning for technology evolution. A summary of the life-cycle phases is included in this Product Bulletin in the above table for various supported hardware.

Customer Actions Needed

Customers that are on Hardware that will be in Limited Support/Unsupported status in the next 6 months from the date of this announcement should contact their sales representative to request an upgrade plan for affected network sites.

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Lifecycle Phases

- **Supported Phase**
 - Upgrades supported
 - New Request for Features (RFFs) accepted
 - Orderable by all customers
 - Technical Assistance Center (TAC) Support provided: Critical, Major, and Minor Customer Support Requests (Cases)
 - Hardware repair/return (RMA) support available (As per hardware vendor terms)
- **Limited Support**
 - TAC support Available
 - HW no longer orderable/shippable
 - Customers are encouraged to upgrade the recommended HW like Cisco C3650 with 24 or 48 ports(WS-C3650-24TS-S or WS-C3650-48TS-S) at first opportunity.
 - HW support extended depending on local vendor availability.
 - Increased support fees will apply
- **Unsupported Phase**
 - Hardware no longer supported by ZephyrTel.

The support levels described above apply to products that are either under warranty or post warranty support contracts, unless other terms have been agreed to by the customer and ZephyrTel within their respective agreements.

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