End of Life Announcement for TWC DNS and TWC Lite Appliances Running on a Dell R420

TCPWave announces the end of life of the TWC DNS and TWC Sharkcage appliances running on Dell PowerEdge R420. This announcement applies to all the customers using the R420 appliances distributed by Dell CFI. Maintenance releases and software fixes will no longer be available for the R420 image as of August 31, 2018.Software defects found in this release are addressed by migrating to the Dell CFI image loaded on R430. Customers under maintenance contract will continue to receive support from the Dell/TCPWave Technical Assistance Center till August 2018. Table 1 describes the end-of-life milestones, definitions, and dates for this release.

Table 1 End-of-Life Milestones and Dates for TWC DNS/Lite on R420		
Milestone	**Definition**	**Date**
End-of-life announcement date (R420 image)	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	October 1, 2017
End-of-sale date (R420 image)	The last date to order the product through TCPWave/Dell point-of-sale mechanisms. The product is no longer for sale after this date.	November 1, 2017
End of software maintenance releases date (R420 image)	The last date that TCPWave Engineering may release any final software maintenance releases or bug fixes. After this date, TCPWave Engineering will no longer develop security fixes for the 5.6 software release.	July 31, 2018
Last date of support (R420 image)	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete. Customers cannot purchase any software maintenance extensions after this date.	August 31, 2018

Product Migration Options

Customers are encouraged to migrate to TWC DNS/TWC Sharkcage 11.12 P2 appliances running on Dell PowerEdge R430, which deliver the functionality of TWC DNS/Lite functionality, in addition to new features and bug fixes. When upgrading to a more recent release of the TWC DNS/ Sharkcage images, we request the

customers to perform a sanity check test before rolling the appliances into production. Always consult the TCPWave Customer Care team to verify critical functionality on required platforms.

Additional Information

Dell PowerEdge R420 is no longer available to order as listed on http://www.dell.com/us/business/p/poweredge-r410/pd. The replacement recommended by TCPWave Inc is a Dell PowerEdge R430 with Dell CFI Image version 6.6.

For More Information

Please visit: http://www.tcpwave.com
For more information about R430, please visit http://www.dell.com/us/business/p/poweredge-r430/pd. For more information on the Dell/TCPWave OEM products, please contact your Dell account manager and/or TCPWave Channel Partner.