SUPPORT ALERTS - CUSTOMER NOTICE

Document ID: ETINET-BhomeTSM_1.3_en_us

Version: 1.3

Notice: ETI-NET BackHome/TSM - End of Life Announcement

> NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2016-09-30

Last Updated: 2022-01-03

_____

DESCRIPTION

Effective September 30, 2016, the ETI-NET BackHome/TSM software entered its End of Life (EOL) period.

DETAILS

The following SKU is included in this announcement.

ETI-NET BackHome/TSM

The following table summarizes the EOL period milestones for the ETI-NET BackHome/TSM product:

Milestone	Date	Description
End of Life Announcement	9/30/2016	The product entered the EOL period
End of Sale	1/3/2019	Discontinuance: no further orders are accepted after this date.
End of Sales Support	1/3/2022	No further updates or patches are applied.
End of Engineering Support	1/3/2024	Obsolescent software support is available. ETI-NET engineering maintains an active software version for the product until this date—only technical support for known existing issues and workarounds.
End of Contract Support	12/31/2026	End of all support for BackHome/TSM

The ETI-NET BackBox and QoreStor with cloud tiering have replaced this product.

If you have any questions regarding End-of-Life milestones, contact ETI-NET at info@etinet.com.