**ASSIGNMENT-01**

**End of life (EOL): A product/Hardware/Software will no longer be sold or renewed.**It won't have new features, bug fixes, security updates, or customer support.

**EoL in software- No more updates or support from the developer**

**EoL in hardware- Manufacturer stops making, selling, or supporting the hardware.**

**Indicators of EoL:**

* **Official Announcements**: The manufacturer announces the end of support (e.g., Microsoft stopped supporting Windows 7).
* **Finding Parts**: Hard to find replacement parts for older hardware.
* **Performance Issues**: Software that isn’t updated may slow down or work poorly (e.g., old database systems).
* **High Maintenance Costs**: Increased costs and more frequent repairs for ageing hardware (e.g., older smart devices).

**End-of-Support (EoS)/ End-of-Service Life (EoSL):**

a specific point in a product's lifecycle when the manufacturer stops providing technical support

**EoS in software- vendor will no longer release updates for that version**

**EoS in hardware- the point where devices no longer receive manufacturer support.**

**Indicators of Eos:**

* **No More Updates –** Company stops releasing bug fixes, or feature updates**.**
* **No Technical Support – Customer support refuses to help with issues related to the product.**
* **Security Risks Increase –** Since no patches are released.
* **Warning Messages – The company may notify users to upgrade to a newer version.**
* **Software Example** – Microsoft stopped supporting Windows 7, meaning nosecurity **updates.**
* **Hardware Example – A router stops getting updates, making it vulnerable to cyberattack**

**EOL data for various Hardware and Software Data:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Serial No. | Company | Product | Release Date | EOL Date | Type of Product | URL |
| 1. | Microsoft | Windows 10 Home and Pro | 29 July 2015 | 14 Oct 2025 | Software | <https://learn.microsoft.com/en-gb/lifecycle/products/windows-10-home-and-pro> |
| 2. | Microsoft | Microsoft SQL Server 2012 | 20 May 2012 | 11 June 2017 | Software | <https://learn.microsoft.com/en-gb/lifecycle/products/microsoft-sql-server-2012> |
| 3. | Samsung | Galaxy A23 4G | 5 March 2022 | 2026 | Hardware | <https://en.wikipedia.org/wiki/Samsung_Galaxy_A23> |

1. **PALO ALTO NETWORKS: A leading global cybersecurity company**

# [**https://www.paloaltonetworks.com/services/support/end-of-life-announcements/end-of-life-policy**](https://www.paloaltonetworks.com/services/support/end-of-life-announcements/end-of-life-policy)

# **Palo Alto Networks End-of-Life (EOL) Policies:**

|  |  |
| --- | --- |
| **Category** | **Policy Details** |
| General EOL Approach | -Customers get a 6-month notice before a product is discontinued  (EOS). |
| Hardware EOL Policy | - Support: Available for 5 years post-EOS  - Parts Replacement: Available for 5 years post-EOS, based on stock. - Embedded Software: Follows separate software support policies. |
| Software EOL Policy | - Support Duration: 3 years of post-EOS support |
| EOL Terms | - EOL: Last day a product is supported. - EOS: Last day a product can be purchased. |

1. **Materialise:  specializing in 3D printing technology primarily known for its software solutions**

[**https://help.materialise.com/category-policies-support/materialise-eol-policy**](https://help.materialise.com/category-policies-support/materialise-eol-policy)

## **Lifecycle Phases**

|  |  |
| --- | --- |
| **Phase** | **Description** |
| Release for Delivery (RfD) | New versions announcement |
| End of Life Planned (EOLP) | Announcement that a version is entering the EOL process, typically after the RfD date of the next version. |
| End of Sales (EOS) | Last date to purchase a specific version; existing customers can still renew licenses. |
| End of Maintenance (EOM) | No new updates except critical security fixes; usually coincides with the next version's release. |
| End of Life (EOL) | No support is available; customers must upgrade to receive ongoing support. |

## **Support Phases**

|  |  |
| --- | --- |
| **Support Phase** | **Description** |
| Standard Support | Full technical support is available from the RfD date. |
| Extended Support | Optional paid basic support after EOS, typically for 2 more years. |

1. **CISCO: Multinational technology company that designs, manufactures, and sells networking products and services.** [**https://www.cisco.com/c/en/us/products/eos-eol-policy.html**](https://www.cisco.com/c/en/us/products/eos-eol-policy.html)

* External notification of end of sale is typically six (6) months before the End of Sale (“EOS”) date, which is the date after which you can no longer purchase the relevant Cisco Product. Such notice will appear on cisco.com at [http://www.cisco.com/c/en/us/products/eos-eol-listing.html](https://www.cisco.com/c/en/us/products/eos-eol-listing.html). Please visit this site regularly as it contains useful information regarding Cisco's end-of-life program.
* No subscriptions (including renewals) with a term extending beyond Last Day of Support (“LDOS”) will be sold after the EOL Notification Date.
* The Last customer ship date for hardware is three (3) months after the hardware EOS date.
  + Cisco will provide the following to customers with active support contracts or subscriptions (including cloud services):
* One (1) year of routine failure analysis for hardware from the EOS date.
* One (1) year of bug fixes, maintenance releases, workarounds or patches for critical bugs from the EOS date, when reported to TAC. After the first year, Cisco will provide bug fixes, workarounds and/or patches, where available, for (i) two (2) years for OS software, and (ii) one (1) year for application software. Customers may be required to install a newer software version to receive the above software support.
* Three (3) years of TAC support for OS software from the software EOS date, except for the final release of the OS software running on EOS hardware as noted below.
* Two (2) years of TAC support for application software from the EOS date.
* TAC support from the EOS date until the end of the term for subscription software and cloud services.
* Five (5) years of TAC support for hardware from the EOS date. TAC support for the final release of OS software running on the EOS hardware will be coterminous with the hardware LDOS, regardless of the OS software EOS date.
* Five (5) years of replacement parts for hardware from the EOS date, following Cisco’s Return Materials Authorization (RMA) process.