



Product Change Notification

104043 - 00

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Should you have any issues with the timeline or content of this change, please contact the Intel Representative(s) for your geography location listed below. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.

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Product Change Notification

Change Notification #: 104043 - 00
Change Title: Software System Release SR 5.0, SR5.01, SR5.1, SR5.1 SP1 for Windows, PCN 104043-00, PD, Product Discontinuance caused by low number of downloads, shipments, support calls, open PTRs and availability of later System Releases.
Date of Publication: May 24, 2004

Type of Change Notification:
PD - (Product Discontinuance)

Key Characteristics of the Change:
Product Discontinuance

Forecasted Key Milestones:

Product Discontinuance Program Support Begins:	May 24, 2004
Last Product Discontinuance Order Date:	Aug 15, 2004
Last Product Discontinuance Shipment Date:	Aug 31, 2004
End of Support	Sept 30, 2004

Description of Change to the Customer:

Discontinuance of the Software System Releases SR 5.0, SR5.01, SR5.1, SR5.1 SP1 for Windows. The following criteria was used as a justification for initiating End of Support for these products:

- Numerous legacy hardware supported by these releases were retired.
- Low number of downloads, shipments, support calls, and open PTRs.
- More than 2 years since first release
- Newer and improved System Releases available

Product Codes being retired are listed below.

Customer Impact of Change and Recommended Action:

These products will no longer be orderable, downloadable and no longer supported.

End of Support is defined as:

The date after which the following support services are no longer available:

- Software availability - download
- ADC telephone support - (only available to customers with valid Service Level Agreement)

- ADC's active reproduction of customer-reported problems
- Installation and configuration support
- Technote and Application Note creation and maintenance
- iSM@RT product issue tracking
- PTR entry. Fixes for unresolved PTRs will not be pursued nor released in Point or Service Packages, or in a product revision. All unresolved PTRs must be dispositioned by the BU with agreement by WTSS-telecom.

The End of Support date does not impact the terms of the stated product warranty that governs product repair service.

Migration Path

The migration path for Software System Releases SR 5.0, SR5.01, SR5.1, SR5.1 SP1 for Windows is SR 5.1.1 FP1 (SR511WINFP1), SR 6.0 cPCI (SR60CPCIWIN) and SR 6.0 PCI (SR60PCIWIN).

Please migrate to the recommended products.

Contact your sales representative for additional migration information and/or any issues you may have with this End of Support Plan.

Products Affected / Intel Ordering Codes:

System Release Products Table

Affected Product Code	MM#
SR50WIN	838788
SR501WIN	838789
SR51WIN	842715
SR51SERVPACK	843542

Reference Documents / Attachments:

Document: _____ **Location #:** _____

PCN Revision History:

Date of Revision:	Revision Number:	Reason:
May 24, 2004	00	Originally Published PCN