

End of Life Notification

PSN 3 / Gen. 3 Servers

Effective immediately, Synectics is announcing the discontinuation of manufacture and End of Life (EOL) for the PSN 3 and Generation 3 Servers.

1.1 Affected Products

Product	
PSN 3	All Variants
PSN 3	Ultra
Synergy Server v3	All Variants
Incident Locker v3	All Variants
POS Server v3	All Variants
Slots Server v3	All Variants
Web Streamer v3	All Variants
Stream Manager v3	All Variants
RAS Server v3	
TVNP Server v3	
GIS Server	
PSN 3 Compact – All Variants	All Variants

1.2 EOL Reason

Sub-component End of Life.

1.3 Proposed Product End of Support Period (EOS)

Synectics will maintain spares and support capability throughout the life of contracts in place.

Recovery plans and/or upgrades may be performed in accordance with service plans or upgrade agreements as agreed prior to EOL.

1.4 Replacement Product

Synectics recommends the PSN 4 and Synergy Server v4 for replacements. Please contact your local Synectics representative for details.

1.5 EOL Notification Dates

Milestone	Date
EOL Notification Date	August 2017
Last Time Buy (LTB) Date	April 2018
End of Service (EoS)	Standard Synectics warranty and support applies from date of purchase. Software support continues per project agreement, commodity hardware support continues as available such as storage hard drives and field-replaceable units.

1.6 Response

For additional information regarding this notification, please contact your local Synectics representative.

1.7 Firmware and Software Versions

Product	Latest Firmware	Last Software
PSN 3	1.8.3.0	Synergy 3 upgrades continue throughout the EOL period.
Synergy Server v3	1.8.0.0	Synergy 3 upgrades continue throughout the EOL period.

1.8 End of Service Definition

This notice serves as formal communication of Synectics' intent to end the life of the product noted. No guaranteed further support will be provided once the End-of-Service timeline is reached for hardware issues, except for those customers with valid warranty or project extensions.

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Recovery plans and/or upgrades may be performed in accordance with service plans or upgrade agreements as agreed prior to EOL.