Global Services Announcement
End of Support
Application Storage Manager NT

Model Number: 1197 N0P
Date: March 10, 2006
Subject: End of Support
Product: Application Storage Manager for NT is the STK branded version of EMC/Legato DiskXtender
Summary: This announcement contains information regarding End of Support
Scope: Worldwide Support Services
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Location: Louisville, Colorado, USA

General Description
The purpose of this announcement is to notify you of end of support on the ASM NT. The effective date is March 10, 2006.

End of sales for ASM NT occurred in 2001 and release 5.4 is now end of support by the vendor. Sun has discontinued the distribution of version/releases of 5.4 and ASM NT in general.

Transition Planning
In 2005 the ASM NT, AE's and CSM's were contacted and a transition plan developed and worked for each customer. As of December, 2005, all customer transitions are complete and there are no active software support contracts for ASM NT on record.

Key Dates

Description	Effective Date	Further Detail
End of Sales	May 25, 2001	STK branded version of software no longer offered.
End of Service Transition Kick-Off Date	August 3, 2005	Account teams identified for each customer and transition plans established and worked.
End of Service Effective Date	March 10, 2006	All customers dispositioned and no active support contracts on record.
Limitations	Version 5.4 vendor support obsolescence occurred on 12/30/05.	

Customer Notification Process
The communication process has already occurred for each customer. If additional follow-up is necessary, it is the responsibility of the sales and service geography management to identify and notify all affected accounts within their respective territory of the dates detailed above. Corporate headquarters will not mail a notification letter directly to any customers.

FAQ's

1. **Question:** How will the customer be notified when support is terminated?
   Answer: Each customer of record has already been notified as part of the transition planning process. Some customers transitioned to other products, others had previously discontinued the use of the product and a few customers were switched to direct support from EMC/Legato.

2. **Question:** What status will the model number be changed to?
   Answer: The model number and associated feature codes will be changed to Status 5 – Product/feature not available, end of service. **NO SERVICE CONTRACT WILL BE OFFERED OR SOFTWARE DISTRIBUTED**.

3. **Question:** What about customers being billed?

Answer: The model number is MMC billing (monthly service license charge) and all accounts have been transitioned accordingly. If the software was MLC billed, there would be "Right to Use" considerations but this is not the case for ASM NT.
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4. **Question:** How will support calls into the CSSC be handled?
    Answer: In most cases, Front-Line can resolve ASM NT calls by reminding the customer of the support transition. Any further questions can be routed to Back-Line resources that were involved in the transition planning process.

5. **Question:** What if I have a customer that has a lapsed service contract and wants to continue using the product?
    Answer: Email justine.vigil-tapia@sun.com to obtain customer specific options.