

# Support Announcement

## Xanadu™

December 1, 2003

To give our customers the most effective support and maintenance, Peregrine provides notice when it is necessary to end support for legacy product versions. It's our intent to advise customers well in advance to best enable planning for support needs and upgrades to new versions.

Please see the table below to view the End-of-Service dates for Xanadu. Peregrine offers no upgrade for Xanadu customers, and Peregrine strongly recommends that customers consult with their account representative for suitable replacement.

Customers who are currently using one of the versions of Xanadu noted below are encouraged to contact their Peregrine support representatives to obtain assistance in planning their migration to other Peregrine products, if feasible. Peregrine also provides other resources supporting migrations, including upgrade labs, training courses, and professional services assistance.

If we can provide any additional information on the planned end-of-service date for Xanadu, please contact product support at [support@peregrine.com](mailto:support@peregrine.com). In addition, you'll also find information about current Peregrine's current maintenance and support policy online, as well as a list of current, supported non-current, and retired products and versions at the customer support Web site.

Thank you.

Product	General Availability Date	End-of-Service Date	Recommended Upgrade	Additional Details
Xanadu v 1.0	19 Dec 2001	30 Nov 2004	Consult with your Peregrine Customer Support Representative	See Notes

### Notes:

1. Xanadu was marketed under a variety of solution themes, including "Your Next IT Employee" and "Consultant in a Box". Regardless of positioning, the underlying product features and capabilities were common, and defined under the overall Xanadu offering.

2. Although Xanadu was positioned as "versionless", the product did have underlying discreet versions in place for support and development concerns. The final version available on the transmitter network was Xanadu v 1.0.4 (Durin), which supported InfraTools Network Discovery v 4.2.

***Glossary of terms:***

**General Availability:** the first date the specified version of the product is available for production use by customers.

**End of Service:** the last date support calls will be accepted for the specified version of a product.

**Recommended Upgrade:** product and version to which we strongly recommend customers upgrade

**Additional Details:** this may include the recommended version to which users should upgrade to, or recommended product to which users should migrate to based on the End of Service date.

**Release Labeling Example:** ServiceCenter 5.0.3.2 indicates version 5.0, maintenance pack 3, patch 2.

Please visit [www.peregrine.com](http://www.peregrine.com) for support information relating to Peregrine's other products.

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