

Sun Cobalt RaQ 550

Sun's End of Service Life policy for Sun Cobalt Server Appliances. This policy is subject to change. Please check this website regularly to monitor changes in this policy

The Sun Cobalt RaQ 550 server appliance is an End of Life (EOL) product as of February 19, 2004. This date coincides with the effective last shipment of the Sun Cobalt RaQ 550 server appliance.

The Sun Cobalt RaQ 550 server appliance will follow the standard Sun End of Service Life (EOSL) policy subject to the following clarifications listed below.

Software Support Guidelines:

Prior to the official EOL date, Sun has used reasonable efforts to fix all identified software functionality bugs to date on the Sun Cobalt RaQ 550 server appliance. Subsequent to the official EOL date, February 19, 2004 additional software support will be limited to security patches only.

Sun currently plans to maintain the knowledgebase and Support Forum for the Sun Cobalt RaQ 550 for two full years. (02/19/2006)

From 02/19/2006 to 02/19/2009, software support goes on a time and material basis only, after which support will no longer be available from Sun.

Hardware Support Guidelines:

For a period of three years subsequent to the official EOL date, February 19, 2004 Sun Microsystems will continue to honor hardware extended warranties purchased prior to the EOL date. Sun will provide out of warranty hardware support until 02/19/2007 on a time and material basis only, after which support will no longer be available from Sun.