



PLATFORM SUNSET POLICY STATEMENT

Observer Platform: Windows XP Operating System End-of-Support

Summary:

Microsoft announced their end-of-support date for Windows XP Operating Systems (OS) April 8, 2014. Refer to Microsoft's website for further details at: [LINK](#)

Viavi recognizes our partners and customers have significant investments in their IT environments, and therefore extended Observer Platform support for Windows XP to 1/25/2016.

Observer Platform Windows XP End-of-Support date: January 25, 2016

The Viavi Observer platform no longer includes Microsoft XP operating system (OS) support beginning with the 17.1 release on 1/25/2016. The Viavi Observer Technical Support team will provide best-effort assistance to customers with active software maintenance on prior versions of the Observer platform. However, software maintenance and patches related to Windows XP OS issues and limitations are discontinued. Customers may choose to purchase OS upgrades to Windows 7 or Windows 2008 on qualified hardware products. Please contact your sales representative to begin the qualification process.

Upgrade Options – GigaStor Appliances:

There are two options for upgrading your GigaStor's OS: Operating System Upgrade Kits (OSUK) or Depot Installation Services.

We have developed the GigaStor OSUK to install either Windows 7 or Windows 2008. All Viavi GigaStor appliances manufactured after May 1, 2010 qualify for the OSUK

Each kit contains a customer self-installation process with a USB drive, OS License Key and installation documentation. Other options include Remote Upgrade Services & Enterprise On-Site (USA) Installation Services via Viavi Professional Services or depot OS upgrade options for certain appliance configurations.

GigaStor products manufactured before May 1, 2010 may not be eligible for an OS upgrade. Contact your sales representative to validate eligibility. Depot installation services are available for all eligible GigaStor systems manufactured before May 1, 2010.

Upgrade Options – Non GigaStor Appliances:

Other hardware appliances running Windows XP may qualify for depot installation services. Please contact your sales representative to begin the eligibility process.

Purchasing an Upgrade:

To qualify your hardware or to purchase an OS Upgrade Kit please contact your local Viavi sales representative or call:

- Western Hemisphere: 800-526-7919 Option 2
- Eastern Hemisphere: +44 (0) 1959-569-880

For all other technical inquiries call:

- Western Hemisphere: 800-526-7919 Option 1
- Eastern Hemisphere: +44 (0) 1959-569-880