



## Sun Ray Hardware Last Order Dates & Extension of Premier Support for Desktop Virtualization Software

**UPDATED SEPT. 15, 2016**

Since Oracle's 2013 announcement to end new feature development for Oracle Virtual Desktop Infrastructure Software (VDI), Oracle Sun Ray Software (SRS), Oracle Virtual Desktop Client (OVDC) Software, and Oracle Sun Ray Client hardware (3, 3i, and 3 Plus), there have been questions and concerns regarding what this means in terms of customers with new or existing deployments. The following updates clarify some of these commonly asked questions.

### **Extension of Premier Support Level Services for Software**

Though there will be no new feature additions to these products, customers will have access to maintenance update releases for Oracle Virtual Desktop Infrastructure and Sun Ray Software, including Oracle Virtual Desktop Client and Sun Ray Operating Software (SROS) until Premier Support level services end. To ensure that customer investments for these products are protected during this time of transition, Oracle Premier Support level services for these products were extended by 3 years to following dates:

- Sun Ray Software - November 2017
- Oracle Virtual Desktop Infrastructure - March 2017

Note that OVDC Premier Support level services were also extended to the above dates since OVDC is licensed by default as part the SRS and VDI products.

As a reminder, this only affects the products listed above. Oracle Secure Global Desktop and Oracle VM VirtualBox will continue to be enhanced with new feature releases and, as a result, they are not affected by the changes detailed in this message.

The extension of support means that customers under a support contract will still be able to file service requests through Oracle Support, and Oracle will continue to provide the utmost level of support to our customers as expected per Oracle's Lifetime Support policy guidelines, until the published Premier Support level services end date. Following the end of Premier Support level services for these products, Oracle will provide customers subscribed under Premier Support with Sustaining level Support services for an 'indefinite' period of time, unless otherwise stated.

### **Sun Ray 3 Series Clients, Peripheral Kits, and Payflex Smart Cards**

***Sun Ray Client hardware, Peripheral Kits (keyboard/mouse kits), and Payflex Smart Cards have been discontinued and are no longer available for purchase.*** Last order dates have expired as of February 28, 2014.



### **Sun Ray Clients**

The following Sun Ray Clients are no longer available:

<b>Product</b>	<b>Marketing Part Number</b>	<b>Last Order Date</b>	<b>Last Ship Date</b>
Sun Ray 3 Plus	TC3-P0Z-00, TC3-PTZ-00 (TAA)	February 28, 2014	August 31, 2014
Sun Ray 3 Client	TC3-00Z-00	February 28, 2014	August 31, 2014
Sun Ray 3i Client	TC3-I0Z-00	February 28, 2014	August 31, 2014

### **Oracle Peripheral Kits**

All Oracle Peripheral Kits have been discontinued. The following Peripheral Kits are no longer available:

<b>Peripheral Kit</b>	<b>Part Numbers</b>
US/Canada (Type 7)	X3701A-PC, 3701A-PC
French (Type 7)	X3701A-FR, 3701A-FR
German (Type 7)	X3701A-DE, 3701A-DE
Swiss-French (Type 7)	X3701A-CH-FR, 3701A-CH-FR
Swiss-German (Type 7)	X3701A-CH-DE, 3701A-CH-DE
Swedish (Type 7)	X3701A-SE, 3701A-SE
United Kingdom (Type 7)	X3701A-UK, 3701A-UK
UNIX (Type 7)	X3701A-UNIX, 3701A-UNIX
Taiwanese (Type 7)	X3701A-TW, 3701A-TW
Korean (Type 7)	X3701A-KR, 3701A-KR
Japanese (Type 7)	X3701A-JP, 3701A-JP
Norwegian (Type 7)	X3701A-NO, 3701A-NO
Portuguese (Type 7)	X3701A-PT, 3701A-PT
Spanish (Type 7)	X3701A-ES, 3701A-ES
Danish (Type 7)	X3701A-DK, 3701A-DK
Italian (Type 7)	X3701A-IT, 3701A-IT
Dutch (Type 7)	X3701A-NL, 3701A-NL
Finnish (Type 7)	X3701A-FI, 3701A-FI
Russian (Type 7)	X3701A-RU, 3701A-RU

Turkish-Q (Type 7)	X3701A-TR-Q, 3701A-TR-Q
Belgian (Type 7)	X3701A-BE, 3701A-BE
Arabic (Type 7)	X3701A-ARBC, 3701A-ARBC
Hebrew (Type 7)	X3701A-IL, 3701A-IL
US	7105472, 7105482
Japanese	7105477, 7105487
Spanish	7105476, 7105486
German	7105475, 7105485

For more general information on the Oracle Peripheral Kit, read the [Oracle Peripheral Kit FAQ](#) published on OTN.

### **Oracle Payflex Smart Cards**

Oracle Smart Cards have been discontinued. The following smart card products are no longer available:

Smart Cards	Part Numbers
Payflex Smart Cards ( <b>without</b> Artwork on front)	X1404A-N, X1404A
Payflex Smart Cards ( <b>with</b> Artwork on front)	X1403A-N

As an alternative, customers can purchase 3<sup>rd</sup> party smart cards to be used for **hotdesking**. Refer to the list of tested 3<sup>rd</sup> party smart cards for hotdesking on the [Sun Ray Products Documentation](#) page on OTN: <http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/sunraysmartcards-485728.html>

**Note** that the list of 3<sup>rd</sup> party smart cards is for informational purposes only, and does not imply Oracle support for these smart cards. These 3<sup>rd</sup> party smart cards were tested under a specific configuration and they may or may not work for your deployment. Users are responsible for selecting and testing for a smart card that is compatible with their software and systems, prior to deployment.

### **Hardware Warranty**

Note the following Hardware EOSL dates for the Sun Ray 3 Series Clients:

- Sun Ray 3 Client – September 30, 2016
- Sun Ray 3 Plus Client – September 30, 2016
- Sun Ray 3i Client – November 30, 2017

For more information the Hardware Replacement and End of Service Life and Policies, refer to the following documents:

- [Document 1377319.1](#) - Sun Ray 2 Series and Sun Ray 3 Series Client Replacement Policy

- [Document 1525631.1](#) – List of Oracle Inbound OEM Hardware and Acquired Company Products with Support End Dates

### **Continued Availability of Product Licenses and Support**

Oracle intends to make new licenses available up until the end of the software Premier Support level dates in 2017 (see above for exact dates) so customers may continue to enjoy support until 2017. Until then, Oracle will continue to offer all existing software licenses, and software and hardware support including:

- Product licenses and Premier Support level services for Sun Ray Software and Oracle Virtual Desktop Infrastructure
- Premier Support level services for Operating Systems (for Sun Ray Operating Software maintenance upgrades/support)
- Premier Support level services for Systems (for Sun Ray Operating Software maintenance upgrades/support and hardware warranty)
- Support renewals (Customers renewing Premier Support will receive Sustaining level Support services past the Premier Support level services end date).

### **Reference Information**

For more information, please refer to the following documents for specific dates and policies associated with the support of these products:

- [Document 1478170.1](#) - Oracle Desktop Virtualization Software and Hardware Lifetime Support Schedule
- [Document 1450710.1](#) - Sun Ray Client Hardware Lifetime schedule
- [Document 1568808.1](#) - Document Support Policies for Discontinued Oracle Virtual Desktop Infrastructure, Sun Ray Software and Hardware and Oracle Virtual Desktop Client Development
- [Document 1575243.1](#) - Sun Ray Hardware Last Order Dates & Extension of Premier Support for Desktop Virtualization Software
- [Document 1377319.1](#) - Sun Ray 2 Series and Sun Ray 3 Series Client Replacement Policy
- [Document 1525631.1](#) – List of Oracle Inbound OEM Hardware and Acquired Company Products with Support End Dates

### **For Sales Questions**

Please contact your Oracle Sales Representative.