



**PKZIP® for OS/400® v5.5  
End of Life/End of Service Notification**

<b>Date of Issuance</b>	August 24, 2009
<b>Subject</b>	End of Life/End of Service Notice
<b>Sales End</b>	Immediately
<b>Support Ends</b>	August 31, 2010
<b>Product Area</b>	IBM Midrange
<b>Activities Affected</b>	Product Manufacturing, Sales, Support and Maintenance
<b>Products Affected</b>	PKZIP for OS/400 v5.5 Standard Edition PKZIP for OS/400 v5.5 Standard Edition+ PKZIP for OS/400 v5.5 Pro

**End of Life Procedure**

**Purpose of Document:**

The purpose of this document is to advise PKWARE, Inc. customers of the End of Life and End of Service for certain versions, releases, or modifications of the *PKZIP for OS/400* product. It is important to note the distinction between an *End of Life* and an *End of Service*.

**End of Life (EOL):** The product(s) is no longer manufactured or sold. This is Phase I of product sunsetting.

**End of Service (EOS):** End of Service occurs after, or in conjunction with, the End of Life. End of Service means that support and maintenance are no longer provided for the identified product(s). This is Phase II of product sunsetting.

**Detailed Description:**

PKWARE has ended all manufacturing and sales of version 5.5 of PKZIP for OS/400, effectively ending the life of the product immediately. This includes:

- PKZIP for OS/400 v5.5 Standard Edition
- PKZIP for OS/400 v5.5 Standard Edition+
- PKZIP for OS/400 v5.5 Pro

PKWARE is providing customers with a **twelve (12) month notice before ending customer support and maintenance for PKZIP for OS/400 for the products listed above**. At the end of this time period, PKWARE will have no further obligation to respond to customer inquiries on products reaching End of Service status. Any previously published support information regarding the EOL/EOS product will continue to be available through various automated support services, including <http://www.pkware.com/support>.

Until August 31, 2010, PKWARE will continue to provide limited support for PKZIP for OS/400 software according to the following schedule:

- Effective immediately, PKWARE no longer accepts new or add-on orders for PKZIP for OS/400 version 5.5.
- Effective immediately, no new invoices will be generated for renewal maintenance for PKZIP for OS/400 licenses; and payment for maintenance renewal for the listed products will no longer be accepted after August 31, 2009.



- Until August 31, 2010, customers will be provided support for *critical* ZIP compression issues only. Customers will be provided fixes or workarounds for known existing ZIP compression issues; and new fixes will be provided only for new compression issues impacting customers' *critical* production operations.

**Product Migration Guidelines:**

PKWARE advises customers running PKZIP versions that have been identified for EOL/EOS status to migrate to the latest release of this product. Information describing the latest release of PKZIP for all supported platforms can be found at <http://www.pkware.com/software>. Please contact your PKWARE representative for information regarding the newer versions and support offered for version upgrade migration.

Product	Support Ends	Upgrade Path
PKZIP for OS/400 v5.5 Standard Edition	August 31, 2010	PKZIP for i5/OS v9 Standard Edition
PKZIP for OS/400 v5.5 Standard Edition+	August 31, 2010	PKZIP for i5/OS v9 Enterprise Edition
PKZIP for OS/400 v5.5 Pro	August 31, 2010	PKZIP for i5/OS v9 Enterprise Edition

At the end of the 12-month final service period, PKWARE will no longer support or maintain any of the above PKZIP for OS/400 products identified for End of Service status.

**Response:**

No response to this notification is required. Please address any questions you may have by completing an online support request form at <http://www.pkware.com/support> or by calling (866) 583-1795.