PKZIP for OS/400 End of Service Notification

Date of Issuance: January 19th, 2004
Subject: End of Services Notice

Product Information
Product Area: OS/400 and iSeries
Product: PKZIP for OS/400
Topic: Support and Maintenance

PKWARE's Product Management team is providing customers with a **twelve (12) month notice before ending customer support and maintenance for PKZIP for OS/400 5.0.x**. This procedure is known as an End of Service (EOS). At the end of this time period, PKWARE, Inc. will have no obligation to respond to customer inquiries on products reaching the End of Service. All previously published support information regarding the EOS product will continue to be available through various automated support services, including the World Wide Web at http://www.pkzip.com/support.

End of Service Procedure

Purpose of Document:

The purpose of this document is to advise PKWARE, Inc. customers of the 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 Service* and an *End of Life*. In the event that a product reaches an End of Life status, all previous versions of the product are removed from sales, support, maintenance, and marketing. In contrast, an End of Service notice is used to inform customers of the removal of legacy product *versions* from active support and maintenance, not the End of Life of that product.

Products covered:

Product	Platform	VRM	Support Status
PKZIP for OS/400	OS/400 and iSeries	5.0.x	Ends 02/01/2005

Product Migration Guidelines: Product Management advises all customers running any modifications of PKZIP for OS/400 version 5 release 0 to migrate to the latest release of this product. The latest version of PKZIP can be found at the following URL:
http://www.pkzip.com/download/download.php?PLATFORM=os400

Response: No response to this notification is required. Please address any questions you may have via email to http://www.pkzip.com/support or call (937) 847-2687.