

Notice of Status Change (NSC) – Last-Time-Buy (LTB), End-of-Software-Support (EOSW) and End-of-Life (EOL) for the N-Series N500 and N500W thin clients

NComputing hereby announces the Last Time Buy (LTB), End-of-Software-Support (EOSW) and End-of-Life (EOL) dates for the N-Series N500 and N500W thin clients. NComputing will End-of-Life the product and cease all hardware and warranty support on December 31, 2020.

Table 1 lists the affected product for this EOL announcement together with options for any replacement product. Table 2 describes the EOL milestones, definitions, and dates for the affected product.

Table 1: Products Affected by This Announcement

End-of-Sale Product (Affected Product)	Replacement Product
N-Series N500, N500W	RX-HDX Thin Client

Table 2: End-of-Life Milestones and Dates for N500 and N500W

Milestone	Definition	Date
Last Time Buy (LTB) Date for N500 and N500W thin clients	This is the date when the affected product will no longer be available for purchase* by NComputing's channel partners. *While supplies last	November 30, 2017
End of Software Support (EOSW) Date for N500 and N500W thin clients	This is the date when NComputing ceases all support for the affected software and/or firmware product.	December 31, 2018
End-of Life (EOL) Date for N500 and N500W thin clients	This is the End-of-Life date for the affected product. This is the date when NComputing stops developing, repairing, maintaining, testing, supporting or accepting RMA requests for the affected product. For any unaddressed issues, an upgrade path or migration to the latest version or product replacement is recommended. On this date all software, hardware and firmware components of the affected products become obsolete immediately.	December 31, 2020

Additional Information

Q: Can I continue to use the affected products after the EOL date?

A: Yes, all products (software and hardware) that are affected by this notice will continue to operate normally even after the EOL date for that product has passed. However, NComputing will not provide product updates, support or service for that product after the EOL date has passed.