

nAppliance Maintenance Plans - Software Subscription (Up2date Services)

Overview: nAppliance Up2Date Service

Service nAppliance will deliver new software releases for nAppliance products. The nAppliance Up2Date automated update service provides a simple mechanism to update the entire security platform, including new features, functionality improvement, software patches, virus, spam and threat signatures, even the embedded Linux or Windows operating system. The system also proactively notifies an administrator and allows for applying selected updates at convenient time.

Depending on the product there are different update services with different durations available.

1. **Fully Automated:** Signature services for AntiVirus Engines, the Spam Protection and the Intrusion Protection System (IPS) with new patterns and/or IPS attack signatures. You have the option to either update patterns manually or automatically at specific time intervals
2. **Semi-Automated:** Such as critical software patches.
3. **Manual Updates:** Management tools and add-on software might be updated by manually downloading and installing newer software versions.

Features: nAppliance Up2Date Service

1. **Type of Update:**
 - a. Minor Software Updates¹) typically provide functionality improvements and bug fixes.
2. **Type of Update:**
 - a. Minor Software Updates¹) typically provide functionality improvements and bug fixes.
 - b. Major Software Updates²) typically provide major new features as well as functionality improvements and bug fixes. Minor Software Updates are covered by warranty or an nAppliance software update contract. Some Major Software Updates are also covered by warranty or an nAppliance software update contract, however nAppliance reserves it's rights to charge for Major Software Updates at it's own decision with future releases.
3. Up2Date Services are part of software subscription services.
4. All Up2Date data are digitally signed only nAppliance is entitled to create and digitally sign new Up2Dates packages.
5. In partnership with OEM Software vendors such as Microsoft, Intoto and others; A number of servers are maintained for both System Up2date and Pattern Up2date allowing the security system to dynamically select the server with the best available download time.
6. It is nAppliance's policy to continue to support nAppliance appliance software releases for three years after sales has been discontinued. During this period customers with existing licenses will be able to continue renewing subscriptions and extending the maintenance service for those licenses for one or

Platforms: nAppliance Up2Date Service

- mISA Series: Free, Software Subscription Service is included for First Year.
- mISAE Series: Free, Software Subscription Service is included for First Year.
- mIAG Series: Free, Software Subscription Services is included for First Year.
- nIPS Series: Additional, Software Subscription Service purchase is required.
- Equalizer Series: Optional, Software Subscription Service beyond 30 days is available.