

Notice of Status Change (NSC) – Last-Time-Buy (LTB), End-of-Software-Support (EOSW) and End-of-Life (EOL) for the RX-HDX+ thin client

NComputing hereby announces the Last-Time-Buy (LTB), End-of-Software-Support(EOSW) and End-of-Life (EOL) schedule for the RX-HDX+ thin client. The corresponding dates are December 31, 2023 (LTB), March 31, 2025 (EOSW) and March 31, 2027 (EOL).

All versions of the device firmware for the RX-HDX+ thin clients are also affected by this announcement and will follow the same EOSW and EOL schedules.

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

Table 1: Products Affected by This Announcement

End-of-Sale Products (Affected Products)	Replacement Product
RX-HDX+	<u>RX420(HDX), RX440(HDX), EX500 thin client (based on x86-64)</u>

Table 2: End-of-Life Milestones and Dates for RX-HDX+

Milestone	Definition	Date
Last Time Buy (LTB) Date	This is the date when the affected products will no longer be available for purchase by NComputing's channel partners.	December 31, 2023
End of NComputing Software Support (EOSW) Date	This is the date when NComputing ceases all support for the affected software and/or firmware product. Stratodesk will handle all technical support escalation starting July 1, 2020, for all NComputing device models based on NoTouch solution. To file a support ticket, send an email to support@stratodesk.com	March 31, 2025
End-of Life (EOL) Date	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.	March 31, 2027

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.