End of Life (EoL) of Windows 2000, Windows 2000 Server, Windows 2003 Server SP0, Windows XP SP0 and SP1

Further to the Panda Security LifeCycle policy, relating in this instance to users of our **Endpoint Protection** and **Adaptive Defense** solutions. We wish to inform you that all editions and service packs for the **Windows 2000, Windows 2000 Server and 2003 Server SP0**, as well as **Windows XP SP0 and SP1** operating systems, will be entering their **End of Life (EoL)** phase on **January 1, 2017**.

Full details of the Panda Security LifeCycle policy are available here.

With Microsoft ceasing support and updates, including security updates, for these operat-ing systems, we are no longer be able to guarantee an acceptable level of protection service for devices running these operating systems after the **EoL** date.

The EoL phase of these operating systems has the following **implications** for Panda Securi-ty's level of services:

- **Support** – Devices running EoL operating systems will no longer be **supported directly by our technical support teams**. Though Online Support through our website will still be available (such as the online Knowledge Base, FAQ, etc.) for at least 12 months following the **EoL** date.

- **Features** - From the **EoL** date, Panda Security **reserves the right** to decide if **new product features** are available to devices running **EoL** operating systems. Panda Security will inform users if there are features that are incompatible with EoL operat-ing systems.

- **Connection** - From the **EoL** date, Panda Security **reserves the right** to decide when the devices with these operating systems **stop connecting to the Panda Security Cloud service**. Once connection ceases they will no longer be manageable using the web console and will not be able to receive updates. When this happens, Panda Security will specifically notify the affected clients.

- **Installation** - From the **EoL** date, Panda Security **reserves the right** to deny **new installations** on **EoL** operating systems. When this happens, Panda Security will specif-ically notify the affected clients

As a consequence, at Panda Security we **recommend that all of our partners contact their customers to update their endpoints' operating systems** to one currently supported by Microsoft as soon as possible, to ensure continued access to Panda Security's services.

By instigating a **LifeCycle policy**, we strive to help our customers and partners plan necessary updates for their product versions, protection solutions and operating systems, in order to maximize their IT investments ensure continued protection. Our goal is that there are no surprises when it comes to handling transitions like this one.

If you have any questions about our policy or if you need further information, please do not hesitate to contact the technical support department from your country.