

Compatible Systems Corporation

Legacy Technical Support Documentation

Document ID: 17609

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Posted July 1, 2004

Dear Customer,

The Cisco Technology Migration Program has ended. For continued support with your product, please refer to this Compatible Systems technical support web site or to the compatible-systems@yahoogroups.com mailing list (not operated by Cisco Systems).

Thank you.

Services Marketing Group
Customer Advocacy
Cisco Systems, Inc.

Posted September 26, 2003

Dear Customer,

The Hardware Upgrade Program for the Compatible Systems Intraport VPN Concentrator Series has now ended. The Intraport VPN Concentrator will be supported by Cisco TAC until August 26, 2007.

Please send any questions to compatible-migration-support@cisco.com.

Thank you.

The Intraport VPN Concentrator Team
Cisco Systems, Inc.

Posted March 28, 2003

Dear Customer,

Cisco Systems is announcing a no-charge Intraport Hardware Upgrade Program for the Compatible Systems Intraport VPN Concentrator Series. Cisco Systems/Compatible Systems Intraport customers are encouraged to migrate to the Cisco VPN 3000 Series Concentrator.

This program is available from now until September 24, 2003.

Send any questions about this program to compatible-migration-support@cisco.com.

Thank you.

The Intraport VPN Concentrator Upgrade Team
Cisco Systems, Inc.

Posted January 31, 2003

Dear Customer,

Effective February 1, 2003, Cisco Systems will no longer maintain a technical support staff for the Compatible Systems legacy routing and firewall products.

Customers can trade in Compatible equipment toward the purchase of an equivalent Cisco product by using the Cisco Technology Migration Program.

Moving forward, Cisco Systems will sponsor a Compatible Systems technical support web site at the following location.

http://www.cisco.com/en/US/products/hw/routers/ps4081/products_tech_note09186a0080140916.shtml

In addition, the compatible-systems@yahogroups.com alias will continue for users of Compatible Systems products to exchange technical information.

Please note that the IntraPort series of VPN access servers will continue to be supported by the Cisco Systems Worldwide Technical Assistance Center.

Thank you.

Services Marketing Group
Customer Advocacy
Cisco Systems, Inc.

The following documentation is no longer being maintained and represents the Compatible Systems Technical Support web site prior to the acquisition by Cisco Systems, Inc. This legacy technical documentation covers these Compatible Systems product lines and software only:

<u>MicroRouter Series</u>	<u>RISC Router Series</u>	<u>Ether Products</u>	<u>CompatiView Management Software</u>
MicroRouter 900i	RISC Router 2600i	Ether +	
MicroRouter 1200i	RISC Router 2800i	Ether 2	
MicroRouter 1220i	RISC Router 2900i	Ether DS	** IntraPort 1
MicroRouter 1250i	RISC Router 3400R	Ether Write	
MicroRouter 1270i	RISC Router 3500R	Ether Write LPR	
MicroRouter 1000R	RISC Router 3800R	Ether Route	IntraGuard Firewall
MicroRouter 2200R	RISC Router 3000E	Ether Route II	
MicroRouter 2220R	RISC Router 4000S	Ether Route TCP	VSR Multigigabit Switching Router
MicroRouter 2250R		Ether Route TCP II	
MicroRouter 2270R			

** IntraPort 2, IntraPort 2+, IntraPort Enterprise-2 and Enterprise-8, IntraPort Carrier-2 and Carrier-8 customers are encouraged to upgrade to the latest Cisco VPN 5000 Concentrator Series software, VPN 5000 Client Software, and VPN 5000 Manager Software. Please refer to the Cisco VPN 5000 Concentrator Series Documentation, VPN 5000 Product Catalog, VPN 5000 Product Literature, and VPN 5000 Product Support pages on the Cisco Systems web site. Software updates are available from the TAC Downloads with a valid CCO login.

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