Award End of Maintenance FAQ's

General

1. **What is an EoM?**

   An EoM is an "End of Maintenance" on a product. This is a typical lifecycle status where a product continues to be licensed, but Phoenix will no longer provide updates, new features, new silicon support or defect corrections.

2. **What is the timing on the Award EoM?**

   Effective July 1, 2009, the Award family of products will undergo EoM.

3. **Will Phoenix stop licensing Award products?**

   We will not stop providing object code licenses for any existing Award products.

4. **Will there be any new Award core features or silicon support?**

   No.

5. **What will be the last release on Award Products?**

   The last release of Award will be the release that is available as of June 30, 2009.

6. **How long will Phoenix Distributors continue to support the Award family of products?**

   Phoenix Distributors who have agreed to provide Award support and maintenance will continue to do so, as long as business dynamics dictate and depending on how quickly Award customers transition their development activity to other Phoenix BIOS products.

7. **Why is Phoenix ending support and maintenance on Award products?**

   Phoenix continues to be the market leading Firmware & BIOS supplier for the embedded market. This market leadership has lead to the development of a wide range of BIOS products. While the breadth of our product offerings provides value to customers, it has become increasingly difficult, over time, to provide the best support possible for all of our products. Phoenix has therefore decided that it needs to focus product development resources on newer products and technologies for customers, including SecureCore Tiano and Embedded BIOS®. This additional focus will increase both silicon support and feature additions to the products being supported moving forward.

Customer Impact

8. **Can customers continue to ship objects based on Award products?**

   Yes. This announcement has no impact on licenses for the object code compiled from the AwardBIOS and AwardCore Source Code Chipset Modules. Customers may continue to distribute the object code compiled from the AwardBIOS and AwardCore Source Code Chipset Modules without interruption pursuant to the term of their license agreement with Phoenix.

9. **Can customers continue to use Award source code?**

   Yes. Customers can continue to use the AwardBIOS and AwardCore Source Code Chipset Modules per the terms of their license agreement. We, however, recommend transitioning to SecureCore Tiano or Embedded BIOS® with StrongFrame® Technology product line to take advantages of new features, silicon support and error corrections.

10. **What happens to customer reported issues?**

    Phoenix will continue to address customer reported issues until June 30, 2009.

11. **How will customers get support on Award designs after Jun 30, 2009?**

    Support for the Award family of products after June 30, 2009 will be provided on a case-by-case basis by Phoenix or by Phoenix-authorized distributors on a time and materials basis.

12. **I have a number of projects that have tight schedules and I was expecting to use Award. Can I delay changing until after these projects are finished?**

    Yes, you can continue to develop products that use Award if you have already licensed the source code required for the design. You can also ship products developed on the licensed Award product if you have the required object licenses. However, Phoenix will no longer provide new feature upgrades, defect corrections, updates or silicon support for the Award family of products after June 30, 2009.

    Phoenix requests customers that are in the middle of a design cycle on Award to register their design with Phoenix by emailing to award_support@phoenix.com the customer contact information and the Core system software (Award BIOS, AwardCore) and chipset module being used.

13. **My products are shipping for the next several years. Will this EoM impact these products?**

    No. One of the main market drivers for long-life products is the ability to ship a consistent unchanged product. Any existing products using an existing Award object license and not requiring changes can continue to ship, per the terms of your license agreement.

14. **My next project uses older silicon that is not currently supported by other Phoenix BIOS products, but is supported by an existing Award product. Can I use Award in this case?**

    You should discuss with your Phoenix account representative, and it may be possible to develop products using older legacy silicon that use existing Award products. However, any future license of Award source code is considered “as is”, and does not include support or maintenance.

Transitioning from Award

15. **Which product should I use instead of Award™?**

    Phoenix will be providing customers with several product alternatives, and will work directly with customers and Phoenix authorized distributors to assist in identifying the best product fit for future customer developments based on the following:

    SecureCore Tiano: Phoenix has introduced a product called SecureCore Tiano that fully supports the Intel Platform Innovation Framework. SecureCore Tiano is designed to support industry leading chipsets and CPUs, and a wide range of third-party peripherals supporting UEFI/Framework drivers, fully leveraging the silicon vendors' chipset validation efforts.

Embedded BIOS®: Embedded BIOS® with StrongFrame® Technology is Phoenix's firmware SDK solution that has been specifically developed for embedded applications. It provides the fastest boot time in the market, a very small footprint and a mature and stable code base with over 1000 source level build options, making it the most flexible and configurable BIOS available.

Phoenix SecureCore™: SecureCore supports next generation silicon technologies such as hardware virtualization, iAMT (Advanced Management Technology), and TXT (Trusted Execution Technology). It is the BIOS code base with best support for current and next generation industry standards from a single code base. SecureCore includes additional security features such as support for multi-factor biometric authentication and StrongROM, an embedded cryptographic engine that can be used standalone or as a complement to TPM.

16. **How do I get trained on the other Phoenix BIOS products?**

    Phoenix will be providing transition training on the move from Award™ to both SecureCore Tiano and Embedded BIOS®. Please contact your local Phoenix account representative.

17. **Can I get an evaluation copy in order to teach my people or evaluate the transition?**

    Yes. Contact your Phoenix Technologies sales representative and they will work with you to enable evaluation licenses for alternative Phoenix BIOS products.

18. **Can I get assistance in converting to other Phoenix products?**

    Yes. Contact your Phoenix Technologies account representative.

19. **I have purchased Award source code license on a particular chipset and would like to convert to another BIOS product on the same chipset module. Is there a financial incentive to transition to another Phoenix BIOS product?**

    Yes. Contact your Phoenix Technologies account representative for details.

20. **How do I transfer my custom developed features to other Phoenix BIOS products?**

    Phoenix has developed a whitepaper to help customers transition to other Phoenix products. Please refer to it.

21. **Will transitioning to other Phoenix products require new licensing requirements?**

    Yes. Contact your Phoenix Technologies account representative.

22. **What are the advantages of shipping to other Phoenix products over Award?**

    SecureCore supports many more core features, latest technologies and latest silicon. SecureCore Tiano fully supports the Intel Platform Innovation Framework and UEFI technology. Embedded BIOS® with StrongFrame® Technology has been specifically developed for embedded applications and has speed and footprint size advantages over Award.

23. **Will an Embedded BIOS® solution visually look the same as Award™?**

    Natively Embedded BIOS® has a different look and feel on user screens than Award™. However, the highly flexible nature of Embedded BIOS® allows user screen customization that allows customers to configure user screens to be visually compatible with other BIOS products, including Award.