



Firetide End-of-Life Product Announcement

Discontinued product name

FWC 2000 Firetide Wireless LAN Controller

Effective date

August 6, 2012

Background

Firetide, Inc. is discontinuing all production and product support for the FWC 2000 Wireless LAN Controller effective August 6, 2012 and replacing it with the HotView Pro software-based wireless network management solution. The purpose of this product change is to provide Firetide customers with a more scalable and integrated management solution with advanced features.

OPTIONS FOR OWNERS

Firetide is offering three options for original owners of the Firetide FWC 2000 units.

Option 1—No change (All support expires August 6, 2012)

Owners may opt to continue using their FWC 2000 units for an indefinite period with the knowledge that no technical or engineering support will be available for these products. However, owners who select this option will have until October 31, 2012 to switch to Option 2 or Option 3.

Option 2—Free upgrade to HotView Pro (Option expires October 31, 2012)

Owners may opt to upgrade to the Firetide HotView Pro software-based solution which includes continued technical support and future version upgrades at no charge.

Owners will receive a full refund for each FWC 2000 unit returned minus the standard cost of the Firetide HotView Pro software-based solution. There is no additional charge if the cost of HotView Pro software exceeds the cost of the returned FWC 2000 units. All FWC 2000 units to be replaced and copies of any original invoices stating the actual sale amounts are required before a refund will be issued.

Option 3—Return for full refund (Option expires December 31, 2012)

Owners who do not wish to participate in Option 1 or Option 2, may return their FWC 2000 units directly to Firetide, Inc, for a full refund of their purchase price. A copy of the original receipt or invoice stating the actual sale amount is required before a refund will be issued. Owners may also request a full refund for any Firetide access points purchased specifically for use with the FWC 2000 units. Contact sales@firetide.com for details.

Distributor returns

Distributors may return any FWC 2000 units in their inventory or any FWC 2000 units returned by their customers to Firetide for credit. Upon receipt of the returned units, Firetide will issue a credit memo towards purchase of HotView Pro management licenses.

Please contact support@firetide.com to request a return merchandise authorization (RMA) before returning any FWC 2000 units to Firetide. No refunds or upgrades will be provided without a proper RMA.

Feature Comparison of FWC 2000 WLAN Controller and HotView Pro Software

FWC 2000 features not currently supported by HotView Pro software will be available on the dates specified below.

Feature	FWC 2000 WLAN Controller	HotView Pro Software
Product status	Discontinued August 6, 2012	Active
Standard cost (\$USD)	\$4,995 (for 50 access points)	\$5,495 (for 100 access points)
Wireless security	WEP/WPA/WPA2/802.1x	WEP/WPA/WPA2/802.1x
Throughput/performance	200 Mbps (no effect)	200 Mbps (no effect)
Centralized WLAN configuration	Yes	Yes
Auto discovery of access points	Yes	March 2013
Access points supported	150 (50 per controller)	4,000
Redundancy	1:N	March 2013
Roaming	Layer 2/Layer 3	Layer 2
Device access interface	Web-based	SNMP, web-based, client-based
Integrated mesh and WLAN management	No (WLAN only)	Yes
Client multicast handling	No	Yes
Rate limiting per user	No	Yes
Auto-transmit power	Yes	Yes
Auto-channel allocation	Yes	Yes
Rogue client termination	No	March 2013
WDS-based backhaul	No	Yes
Guest authentication	Yes	October 2012
Policy management	Yes	October 2012
Rogue access point detection	Yes	October 2012
Offline configuration	Yes	March 2013
Coverage gap detection/heat maps	Yes	March 2013
Load balancing	Limited	March 2013
Active directory support	Yes	March 2013