

# CUSTOMER NOTICE

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## BioStar 1.x update & support discontinuance notice

Dear Valued Partners of Suprema,

### Backgrounds

BioStar 1.x has been released up to 1.93v and came to support stabilized performance and functionality with the 1<sup>st</sup> gen devices.

However, most of the 1<sup>st</sup> gen devices now have their successor devices, and the remained 1<sup>st</sup> gen devices are also planned to be replaced by the 2<sup>nd</sup> gen devices in the near future.

BioStar 1.x was once considered and tried to support more 2<sup>nd</sup> gen devices, but its core compatibility & performance limitation with the 2nd gen devices have given us no choice but to discontinue BioStar 1.x SW and focus more on the support of BioStar 2 system.

Therefore, we want to ask for your understanding and use BioStar 2 with the 2nd gen devices more. Because the 2nd gen devices have better performance and will keep supporting new features of BioStar 2.

The below shows which are 1st/2nd gen devices.

Distributed Biometrics supported Devices							
1st Gen	BioEntry Plus	BioEntry W	BioLite Net	BioStation		BioStation T2	FaceStation
2nd Gen	BioEntry P2	BioEntry W2	BioLite N2	BioStation 2	BioStation L2	BioStation A2	FaceStation 2
Distributed RF supported Devices							
1st Gen	X-Station	Xpass	Xpass S2				
2nd Gen	Coming Soon						
Centralized ACU & Fingerprint/RF Readers							
2nd Gen	CoreStation	Xpass D2	BioEntry R2				

## Discontinuance Plan

Suprema will discontinue BioStar 1.x SW update & bug fix support for BioStar 1.x SW with the below schedule.

Milestone	Definition	Effective Date
End of upgrade notice for BioStar 1.x	BioStar 1.93v is the last version. There will be no future upgrade.	
Last time buy date for BioStar 1.x SE License	The last date to order BioStar 1.x SE license dongle and virtual key. This product will be no longer for sale after this date	Dec 31, 2018
End of bug fix support for BioStar 1.x	The last date of supporting BioStar 1.x SW bug fix patches and solutions requiring engineering resources. Technical issue check can be supported, but bug fix solutions will not be provided after this date.	Jun 30, 2019

The above does NOT mean we will not accept any technical questions about BioStar 1.x. Technical questions will be handled and responded, and available bug patches and solutions will be provided. There will be no further development for a new bug fix patch for BioStar 1.x SW.

Please kindly understand our direction, and If you have questions about upgrade and others, please check with your sales account manager or Suprema technical support team.

We will try to help your customers' smooth transition from BioStar 1 to BioStar 2 system.

Regards

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