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Portable Inspector

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Portable Inspector Windows patch will allow for malware scanning of operating systems no longer supported by Microsoft.

1. Legal Disclaimer

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1.1 Support terms and conditions for customers using Windows 2000 SP3 & SP4 operating systems

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1. Portable Inspector will support the ability to use its scanning feature (Scanning Tool) without rootkit detection (i.e., scanning files, quarantining, saving scan logs to Scanning Tool) in Windows 2000 OS as well as collect asset information.

2. Scanning Tool does not support pattern updates or communication with Management Program.

3. TXOne will continue to support Windows 2000 until the end of 2029.

1.2 Support terms and conditions for customers using other OSes no longer supported by Microsoft

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1. TXOne will respond to inquiries regarding Portable Inspector.

2. The scope of support for legacy OSes is limited to scanning functions and asset information collection and does not include other functions or tools such as the scan tool agent. TXOne may reduce the ability to scan for certain types of malwares on specific legacy OSes.

3. TXOne will provide customer with solutions or workarounds in case of newly-discovered vulnerabilities in the Portable Inspector.

4. TXOne will fix bugs in cases of program module failure of Portable Inspector, however, TXOne will not respond to requests for functional improvements or enhancements.

5. Customers will need to apply the latest service pack or patch to Portable Inspector.

6. TXOne will only support versions supported by the life cycle policy of Advanced Threat Scan Engine (ATSE).

7. TXOne supports legacy OSes listed in the Portable Inspector readme file and system requirements.

8. Even running on a supported Windows OS as mentioned in the previous section, TXOne does not guarantee it will resolve problems caused by the OS.

9. TXOne may ask customers to change settings specified by TXOne or to apply a patch.

10. TXOne will continue to use commercially reasonable efforts to support legacy OSes, however, TXOne may end support at any time if it is no longer feasible, even if within the company's support period for that OS.

11. Customers should be aware in advance of the significant increase in threats in recent years, the risk of pattern file size increases, the risk of running out of memory, and the potential for related issues in the future with older OSes and hardware. Please keep equipment up-to-date and consider risk avoidance measures.

12. TXOne Networks reserves the right to make changes to this document and to the products described herein without notice.