

Article Overview

After-sales service for PAM4 access switches typically includes vendor support subscriptions, software updates, and lifecycle management, with service availability depending on the product's End of Sale (EOS) and End of Service Life (EOSL) status.

Vendor Support and Subscriptions

PAM4 access switches, which often use optical DSPs like Marvell's Spica, Nova, and Perseus families, require ongoing support for optimal performance in high-bandwidth networks such as AI, cloud, and 5G infrastructures . Vendors generally offer subscription-based support through platforms like Extreme Networks' Platform ONE or ExtremeCloud IQ, which provide:

- o Technical support (GTAC) for troubleshooting and guidance
- o Software updates and patches to maintain security and compatibility
- o Device visibility and management via cloud applications Products under a valid subscription remain eligible for these services even after the EOS date, though new features may not be fully compatible with older hardware .

Lifecycle Management

After-sales service is closely tied to the product lifecycle:

- o End of Sale (EOS): The last date the product is available for purchase. After EOS, the product may still operate with existing subscriptions, but new features may not be supported .
- o End of Service Life (EOSL): The date after which vendor support, software downloads, and documentation may no longer be available. Customers are strongly encouraged to transition to replacement products before EOSL to ensure continued support . Understanding these dates is critical for planning upgrades and maintaining network reliability.

Technical Support and Maintenance

For PAM4-based switches:

- o Firmware and software updates are provided through the vendor's cloud or management platform.
- o Hardware troubleshooting and replacement may be available under warranty or extended support contracts.
- o Calibration and testing services for PAM4 modules, such as stressed receiver sensitivity (SRS) testing, can be outsourced to specialized service providers to ensure compliance with optical standards .

Practical Recommendations

- o Verify subscription status: Ensure your PAM4 switch is covered under a valid support subscription to access GTAC support and software updates.
- o Monitor EOS/EOSL dates: Plan hardware transitions before EOSL to avoid service interruptions.
- o Leverage vendor resources: Use cloud management platforms for monitoring, firmware updates, and operational visibility.
- o Consider module testing services: For high-performance deployments, SRS testing can validate PAM4 module reliability and compliance . By combining vendor support subscriptions, lifecycle awareness, and specialized testing, organizations can maintain PAM4 access switches effectively and ensure high-bandwidth network performance.

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After-sales service for PAM4 access switch

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The switch comes with an intricate network management system that we call the Embedded Web System (EWS). The EWS

Forward error correction (FEC) is used to correct channel errors in PAM4 links and must be considered in PAM4 receiver (Rx)

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