

Rapid Eye Serviceability and Technical Support Quick Reference Sheet

Model	Ref Part #	Version	OS	Current / Obsolete	Software Release	SOL	EOL	Warranty	Hybrid	Upgradeable	PATA / SATA	Field Upgrade	Serviceable	Parts Available	Technical Support
RE3	HRE16RXX	V10	Linux	MAXPRO NVR Hybrid SE (HHSE32C16xxx) is suggested replacement	V10.1.68	2011	May 2015	3 years	✓	N/A	SATA (Stock Item)	YES	YES: Ends May 2018	YES	YES: Ends June 2018 Web Support Only: June 2018-19
RE3	HRE16RXX	V9	Linux	Obsolete	V9.0.47	2009	Now V10 - May 2015	3 years	✗	V10.1	SATA (Stock Item)	YES	YES: Ends May 2018	YES	YES: Ends June 2018 Web Support Only: June 2018-19
RE LT	HRE4R12X HRE8R12X	LT_V10	Linux	MAXPRO NVR Hybrid XE (HHXE16C16xxx) is suggested replacement	V10.1.68	2011	May 2015	3 years	✓	N/A	SATA (Stock Item)	YES	YES: Ends May 2018	YES	YES: Ends June 2018 Web Support Only: June 2018-19
RE LT	HRE4R12X HRE8R12X	LT_V9	Linux	Obsolete	V9.0.42	2011	Now V10 - May 2015	3 years	✗	V10.1	SATA (Stock Item)	YES	YES: Ends May 2018	YES	YES: Ends June 2018 Web Support Only: June 2018-19
RE2	HRM16BRXX	V8/V8.1	Linux	Obsolete	8.1.51	2008	2009	3 years	✗	To V8.1.51	PATA/SATA Conversion Kit	YES	Best Effort / Repair Not Guaranteed	YES	YES: Ends Dec 31, 2015 Web Support Only: Jan 1, 2016 - June 30, 2016
RE2	HRMXX	V7	Vxworks	Obsolete	7.0.81	2007	2008	3 years	✗	To V7.0.81	PATA/SATA Conversion Kit	YES	Best Effort / Repair Not Guaranteed	YES	YES: Ends Dec 31, 2015 Web Support Only: Jan 1, 2016 - June 30, 2016
RE LT	HRM4XX HRM9XX	LT_V7	Vxworks	Obsolete	7.0.81	2005	2011	3 years	✗	To V7.0.81	PATA/SATA Conversion Kit	YES	YES	YES	YES: Ends Dec 31, 2015 Web Support Only: Jan 1, 2016 - June 30, 2016
V6	HRMXX	V6	Vxworks	Obsolete	4.5.58	2005	2007	3 years	✗	To V7.0.81	PATA/SATA Conversion Kit	YES	Best Effort / Repair Not Guaranteed	YES	YES: Ends Dec 31, 2015 Web Support Only: Jan 1, 2016 - June 30, 2016
V5	ARM5X	V5	Vxworks	Obsolete	4.5.38	2004	2005	3 years	✗	To V7.0.81	PATA/SATA Conversion Kit	NO	Best Effort / Repair Not Guaranteed	NO	YES: Ends Dec 31, 2015 Web Support Only: Jan 1, 2016 - June 30, 2016
V4	ARM4X	V4	Vxworks	Obsolete	4.0.1.35	2002	2004	3 years	✗	To V4.0.1.35	IDE	NO	Best Effort / Repair Not Guaranteed	NO	NO
V3	ARM2X	V3	Vxworks	Obsolete	3	2001	2003	3 years	✗	To V4.0.1.35	IDE	NO	Best Effort / Repair Not Guaranteed	NO	NO
V2	JRM2X	V2	Vxworks	Obsolete	2	2000	2001	2 years	✗	To V4.0.1.35	IDE	NO	Best Effort / Repair Not Guaranteed	NO	NO
V1	JRM1X	V1		Obsolete	1	1999	2000	2 years	✗	To V4.0.1.35	IDE	NO	Best Effort / Repair Not Guaranteed	NO	NO