



Product Bulletin 87

Product	StorNext® 4.0.x and 4.1.x
Summary	Announcing the extension of Limited Support phase by 12 months
Date	June 2015

Announcement

The prior version of this Product Bulletin, issued in April 2013, announced the dates for the End of Primary Support (EOPS) and End of Service Life (EOSL) phases for the StorNext software versions 4.0 and 4.1 releases.

StorNext 4.0 and 4.1 EOSL Extension

The StorNext 4.0 and 4.1 releases completed the End of Primary Support phase on April 30, 2014. Since that date, both StorNext 4.0 and 4.1 transitioned into the End of Service Life phase. Due to customer requests and market demand, Quantum is announcing a 12-month extension of the EOSL phase for StorNext 4.0 and 4.1 to April 30, 2016.

Note: Quantum recommends customers running StorNext 4.0 and 4.1 to upgrade to StorNext 4.7.2 or greater.

Beginning May 1, 2014 and running through April 30, 2016, StorNext 4.0 and 4.1 will be in End of Service Life phase. During this period, StorNext support includes:

- Limited Support Contracts Annual Renewals, up to EOSL date
- Analysis of Severity 1 issues and reasonable efforts to resolve, or direct customers to known workarounds and fixes
- Reasonable efforts to determine if the issue has been resolved in a later version of StorNext software

- Limited Customer Releases for Severity 1 issues (at Quantum's discretion and only against the last production release in the release stream)

Note: The End of Service Life for StorNext 4.0 and 4.1 is April 30, 2016.

Technical Support and Upgrades

After the End of Service Life date, customers will be asked to upgrade to a newer supported version prior to receiving technical phone support. No future service or support for StorNext 4.0 or 4.1 will be available after April 30, 2016.

Quantum recommends customers upgrade to StorNext 4.7.2 or greater. Professional Services are recommended for these upgrades. Please contact Quantum or your Authorized StorNext Service Provider for a quote.

Bulletin and Alert Automatic Notification

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You will need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

www.quantum.com/stornextbulletins

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)