



# Product Bulletin 94

<b>Product</b>	StorNext® 4.2
<b>Summary</b>	Announcing End of Support for StorNext® 4.2
<b>Date</b>	November 2014

## Announcement

Quantum is announcing the End of Primary Support (EOPS) and End of Service (EOSL) for StorNext 4.2 and all StorNext 4.2.x maintenance releases.

Both StorNext 5 and its predecessor StorNext 4.7 have considerable advancements over StorNext 4.2, with years of bug fixes, enhancements, and operating system support.

StorNext 4.2.x is currently in the Primary Support Phase, which will end on June 30, 2015. Quantum recommends StorNext 4.2 customers with active Support Contracts update to StorNext 4.7 or contact their sales representative to upgrade to StorNext 5 by June 30, 2015.

### Active Support Contracts

For customers with active Support Contracts, support during the Primary Support phase includes:

- Analysis of issues and reasonable efforts to resolve
- Limited Customer Releases (at Quantum's discretion and only against the last release in the branch)

## Limited Support Phase

From July 1, 2015 through June 30, 2016, StorNext 4.2.x will be in a Limited Support Phase. During the Limited Support Phase, support includes:

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

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### End of Service Life Date for StorNext 4.2

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The End of Service Life (EOSL) date for StorNext 4.2.x will be June 30, 2016.

After the End of Service Life date, customers will be asked to upgrade to a supported StorNext version before receiving support. No future service for StorNext 4.2.x will be available after this date.

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### Bulletin and Alert Automatic Notification

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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](http://www.quantum.com/stornextbulletins)

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### Contacting Quantum

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More information about StorNext is available on the Quantum Service and Support website at [www.quantum.com/ServiceandSupport](http://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	<a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>
World Wide Web	<a href="http://www.quantum.com/ServiceandSupport">www.quantum.com/ServiceandSupport</a>

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