



# Product Bulletin 97

<b>Product</b>	All releases of Quantum StorNext® 4.x software and related software options
<b>Summary</b>	End of product support dates and support levels
<b>Date</b>	April 2016

## Announcement

Quantum announces the support dates and levels for the entire StorNext 4.x series of software releases.

First released in September 2011, the StorNext 4.x series has been actively updated for over five years.

StorNext 4 is currently in the Primary Support phase, which will end on December 31, 2016. Quantum recommends StorNext 4.x customers with active support contracts update their systems to StorNext 4.7.3, which is available now.

**Note:** Please note that some StorNext 4.x versions are no longer supported. Optionally, you can contact your Quantum sales representative about upgrading to StorNext 5.

## Active Support Contracts

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

- Analysis of customer issues and reasonable efforts to resolve, or direct customers to known workarounds and fixes
- Limited Customer Releases at Quantum's discretion and only against the last production release in the release stream
- Maintenance Releases, at Quantum's discretion

- Limited Support Contracts Annual Renewals, up to EOPS date

## Limited Support Phase

From June 30, 2017 to June 30, 2018, StorNext 4.x software will be in 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 software
- Limited Customer Releases for Severity 1 issues (at Quantum's discretion and only against the last production release in the release stream)

Table 1 EOPS and EOSL Dates

StorNext Version	EOPS Date	EOSL Date
4.0x and 4.1x	April 30, 2014	April 30, 2016
4.2x	June 30, 2015	June 30, 2016
4.3	April 30, 2016	June 30, 2017
4.4, 4.5 & 4.6	No longer supported	
4.7x versions and FX 4 clients	June 30, 2017	June 30, 2018
Partial File Retrieval version 1.0 to 1.0.2 for use with StorNext 4x	July 1, 2015	July 1, 2016
SNAPI 2.0 to 2.0.3 for use with all versions of StorNext 4x	June 30, 2017	June 30, 2018
StorNext Advanced Reporting version 2.0.4 and greater	December 31, 2016	December 31, 2016

## EOSL for StorNext 4.7x and FX clients and SNAPI

The End of Service Life for StorNext 4.7x and FX clients and SNAPI is June 30, 2018.

After the End of Service Life date, customers will be asked to upgrade to a newer supported version prior to receiving technical phone support.

**Note:** No future service or support for StorNext 4.7 and related features will be available after June 30, 2018.

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## Upgrades

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Quantum recommends StorNext 4.x customers upgrade to StorNext 5. Professional Services are recommended for these upgrades. Please contact Quantum or your Authorized StorNext Service Provider for a quote.

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## End of Service Life for StorNext 4.x

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The End of Service Life (EOSL) date for StorNext 4.x is June 30, 2018.

After the End of Service Life date, customers will be asked to upgrade to a supported version of StorNext before receiving support. No service for StorNext 4.x will be available after June 30, 2018.

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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:

<b>United States</b>	800-284-5101 Option 5 (toll free)
<b>EMEA</b>	00800 7826 8888 (toll free) 49 6131 3241 1164
<b>Online Service and Support</b>	<a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>
<b>World Wide Web</b>	<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.)