Product Bulletin 67

Product	StorNext® 3.1.x
Summary	End of Primary Support and End of Service Life for the StorNext 3.1.x release branch
Date	December 2010

Announcement

Quantum announces the End of Primary Support (EOPS) and End of Service Life (EOSL) phases for the StorNext 3.1.x Release Branch. This includes all releases contained in the StorNext 3.1.x release branch (e.g., v3.1.2, v3.1.3 and v3.1.4).

The StorNext Release Branch 3.1.x is currently in the Primary Support Phase. For those customers with active Support contracts, support during the Primary Support Phase includes:

- Primary Support Contract Renewals
- Maintenance Releases
- Analysis of customer issues and reasonable efforts to resolve
- Limited Customer Releases

The End of Primary Support date for StorNext Release Branch 3.1.x will be December 31, 2011.

After the EOPS on December 31, 2011, StorNext Release Branch 3.1.x will enter a Limited Support Phase. Support during the Limited Support Phase is defined as:

- Limited Support Contract Annual Renewals
- Analysis of Severity 1 issues and reasonable efforts to resolve or to 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 Production release on the Release Branch)
- Renewal of Service contracts with a coverage date up to the EOSL date
- Any code fixes and analysis performed at Quantum's discretion

Support during the Limited Support Phase will not include:

- Maintenance releases

- New feature enhancement requests, operating systems or hardware platform support

- Limited Customer Releases for Severity 2, 3, 4 and 5 issues

The End of Service Life date for StorNext software version 3.1.x will be December 31, 2012. After the EOSL date only online support will be provided for StorNext 3.1.x releases. Customers will be asked to upgrade to a later version of StorNext before receiving technical phone support.

Quantum recommends that customers with active Maintenance contracts make plans to upgrade to the most recent and fully supported versions of StorNext software and execute those plans prior to the EOPS date.

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:

North America	+1 800-284-5101 Option 5
EMEA	00800 9999 3822
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.)