



# StorNext Product Bulletin 87



## Announcement

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| Product | StorNext® 4.0.x / 4.1.x   |
| Summary | Announcing end of support for StorNext 4.0.x / 4.1.x Release Branch |
| Date    | April 2013  |

Quantum announces the End of Primary Support (EOPS) and End of Service Life (EOSL) phases for the combined StorNext 4.0.x / 4.1.x Release Branch. This includes all 4.0.x and 4.1.x versions: 4.0, 4.0.1, 4.0.1.1, 4.1, 4.1.1, 4.1.2, and 4.1.3.

The StorNext 4.0.x / 4.1.x release branch is currently in the Primary Support Phase, which will end on April 30, 2014. Quantum recommends that StorNext 4.0.x / 4.1.x customers with active Support Contracts upgrade to the most recent release branch prior to this date.

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

- Primary Support Contract Renewals
- Analysis of customer issues and reasonable efforts to resolve
- Maintenance Releases (at Quantum's discretion and only 4.1.x)
- Limited Customer Releases (at Quantum's discretion and only against the last Production release in the branch)

From May 1, 2014 through April 30, 2015, StorNext 4.0.x / 4.1.x will enter a Limited Support Phase. During the Limited Support Phase, support includes:

- Limited Support Contract Annual Renewals, up to the 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
- Limited Customer Releases for Severity 1 issues (at Quantum's discretion and only against the last Production release in the branch)

The End of Service Life date for StorNext 4.0.x / 4.1.x will be April 30, 2015.

After the End of Service Life date, customers will be asked to upgrade to a supported version before receiving technical phone support. No future service 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 products. You will need to provide your StorNext serial number(s) 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 Service 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:

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