



Product Bulletin 89

Product	StorNext® FX
Summary	Announcing Availability of StorNext FX 4.7 and End of Support for StorNext FX 2.x.
Release Date	October 2013

Announcement

Quantum is announcing the availability of StorNext FX 4.7, and the End of Primary Support (EOPS) and End of Service (EOSL) for StorNext FX 2.0 and StorNext FX 2.2.

StorNext FX 4.7 is a considerable advancement on StorNext FX 2.x, bringing StorNext FX ahead with three years of bug fixes and enhancements, and adding support for many new operating systems.

New operating system support in StorNext FX 4.7 includes:

- Windows Server 2008 R2 and R2 SP1
- Windows 7 SP1
- Windows 8
- Windows Server 2012
- RedHat Enterprise Linux 5 Updates 5 through Update 9
- RedHat Enterprise Linux 6, initial release through Update 4
- SUSE Enterprise Linux 10 SP4
- SUSE Enterprise Linux 11 SP1 and SP2
- Debian 6.0.5 and later 6.0.x

StorNext FX 4.7 drops RedHat Enterprise Linux 5 Update 3 and earlier. For full platform compatibility information, see the StorNext and StorNext FX Compatibility Guide here:

<http://www.quantum.com/sndocs>

StorNext FX 4.7 is compatible with Apple Xsan 3.0 Metadata Controllers; it is not supported with Xsan 2.3 or earlier Xsan Metadata Controllers. For the latest Xsan support details, see the StorNext and StorNext FX Compatibility Guide here:

<http://www.quantum.com/sndocs>

StorNext FX 2.x is currently in the Primary Support Phase, which will end on December 31, 2013. Quantum recommends StorNext FX customers with active Support Contracts upgrade to StorNext 4.7.

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

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

From January 1, 2014 through December 31, 2014, StorNext FX 2.x will enter 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 FX
- 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 for StorNext FX 2.x will be December 31, 2014.

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

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.)