Product Bulletin 43

Product	StorNext® 3.0 and earlier
Summary	End of Service Life (EOSL) Announcement
Date	January 2010

Announcement

Quantum announces the End-of-Service Life (EOSL) for StorNext software versions 3.0 and earlier.

Following are the details of the EOSL announcement:

- The EOSL date for StorNext software versions 3.0 and earlier is August 31, 2010.

- During the interim period between the EOSL announcement for versions 3.0 and earlier and the actual EOSL date (January 2010 thru August 31, 2010), limited technical support will be provided to customers with active Maintenance contracts who are still utilizing StorNext versions 3.0 and earlier.

  Support during the interim period (January 2010 thru August 31, 2010) will include only the following:

  - Technical support for Severity 1 (production system down) issues only

  - Analysis of issues and reasonable efforts to direct the customer to known workarounds and fixes for issues

  - Code fixes and analysis will be performed at Quantum's discretion.

  Support during the interim period (January 2010 thru August 31, 2010) will not include:

  - New feature enhancement requests, support for new operating systems or hardware platform updates.

  - Code fixes for Severity 2 issues.

- Quantum recommends that customers with active Maintenance contracts upgrade to the latest StorNext software release.

- After the EOSL date August 31, 2010, only online support via the Quantum Knowledge Base will be provided for StorNext versions 3.0 and earlier. Customers will be asked to upgrade to a later version of StorNext before receiving technical phone support. Please contact Quantum for assistance in upgrading to later versions of StorNext.

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.)