



StorNext Product Bulletin 78

Product	StorNext® 3.5.x
Summary	Announcing end of support for StorNext 3.5.x
Date	June 2012

Announcement

Quantum announces the End of Primary Support (EOPS) and End Of Service Life (EOSL) phases for the StorNext 3.5.x Release Branch, and announces a new Vintage Support offering for 3.5.x. This includes all 3.5.x versions: 3.5, 3.5.1, 3.5.2 and 3.5.3.

StorNext 3.5.x is currently in the Primary Support Phase, which will last until June 30, 2013. Quantum recommends that StorNext 3.5.x customers with active Support Contracts upgrade to the most recent release 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
- Limited Customer Releases

From July 1, 2013 through June 30, 2014, StorNext 3.5.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.)

Quantum will make a special Vintage Support offering available to customers who cannot upgrade to StorNext 4.x by June 30, 2014. This special support:

- Will be available to cover the year from July 1, 2014 through June 30, 2015.
- Requires all StorNext 3.5.x hosts to update to the latest release of StorNext 3.5.x (currently 3.5.3).
- Requires a Quantum StorNext Professional Services, StorNext System Health Check, and customer correction of any issues found.
- Is priced 50% higher than normal support
- Includes analysis of Severity 1 issues and reasonable efforts to resolve, or direct customers to known workarounds and fixes
- Does not include **Limited Customer Releases**; any bug fixes will be provided after negotiated and executed Statement of Work, similar to the Quantum Custom Engineering process.

The End of Service Life date for StorNext 3.5.x will be June 30, 2014 for customers who do not chose to purchase Vintage support.

After the End of Service Life date, customers not on Vintage Support will be asked to upgrade to a supported version before receiving technical phone support.

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:

North America	+1 800-284-5101 Option 1
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.)