

ETERNUS Storage Support Roadmap

This announcement contains Manufacturer End of Service dates and Fujitsu America, Inc. Sustaining Support End dates for specific ETERNUS® storage systems and associated software. The Fujitsu America, Inc. Sustaining Support period begins for ETERNUS® storage and associated software after the manufacturer's End of Service Life date and generally continues for two years beyond that date unless otherwise noted. Products and associated software will be retired and will no longer be supported after the Fujitsu Sustaining Support End date.

Customers with active service contracts will continue to receive support from the Fujitsu Global Service Center until close of business through contract expiration date even if that date exceeds the manufacturer's end of support date and the FAI Sustaining Support date. Existing customers may renew contracts prior to contract expiration date with Sustaining Support, when offered.

Fujitsu Sustaining Support includes the below and ensures customer maintenance continuity during the Sustaining Support period to evaluate, plan and budget for transition to a new Fujitsu product:

- Technical support and hardware support
- Access to the Fujitsu Global Service Center
- On-site Field Engineers, as needed
- Installations, moves, adds and changes (additional fee)
- ISO 9001 Certified Customer Support and Logistics Management
- Problem management with time-based escalations and dedicated service managers

TAKE ACTION NOW: Contact your Fujitsu Client Executive or reseller for more information about new ETERNUS Storage products. For service renewal information, contact your Service Delivery Manager.

ASK US: go_enterprise@us.fujitsu.com.



Product models affected by this announcement

Model	Part Number	Manufacturer End of Support Date	Sustaining Support End Date
DX410	FTS:ET41R20AU	31-Mar-17	31-Mar-19
DX410	FTS:ET41S20AU	31-Mar-17	31-Mar-19
DX410 S2	FTS:ET412SAU	30-Jun-19	30-Jun-21
DX440	FTS:ET44R20AU	31-Mar-17	31-Mar-19
DX440	FTS:ET44S20AU	31-Mar-17	31-Mar-19
DX440 S2	FTS:ET442SAU	30-Jun-19	30-Jun-21
DX60	FTS:ET06F12AG	31-Mar-17	31-Mar-19
DX60	FTS:ET06F22AG	31-Mar-17	31-Mar-19
DX60	FTS:ET06L12AG	31-Mar-17	31-Mar-19
DX60	FTS:ET06L22AG	31-Mar-17	31-Mar-19
DX60	FTS:ET06S12AG	31-Mar-17	31-Mar-19
DX60	FTS:ET06S22AG	31-Mar-17	31-Mar-19
DX60 S2	FTS:ET062DCFU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062DCLU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062DCSU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062DDFU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062DDL U	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062DDSU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062SCFU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062SCSU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062SDFU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062SDLU	30-Jun-20	30-Jun-22
DX60 S2	FTS:ET062SDSU	30-Jun-20	30-Jun-22
DX80	FTS:ET08E22AG	31-Mar-17	31-Mar-19
DX80	FTS:ET08L12AG	31-Mar-17	31-Mar-19
DX80	FTS:ET08L22AG	31-Mar-17	31-Mar-19
DX80 S2	FTS:ET082DCU	30-Sep-19	30-Sep-21
DX80 S2	FTS:ET082DDU	30-Sep-19	30-Sep-21
DX80 S2	FTS:ET082SCU	30-Sep-19	30-Sep-21
DX80 S2	FTS:ET082SDU	30-Sep-19	30-Sep-21
DX8090 S2 DRIVE ENCLOSURE	FTS:ETEAD2CU	30-Sep-19	30-Sep-21
DX8400	FTS:ET84S20AU	30-Sep-17	30-Sep-19
DX90	FTS:ET09E14AG	31-Mar-17	31-Mar-19
DX90	FTS:ET09E24AG	31-Mar-17	31-Mar-19
DX90	FTS:ET09E24BG	31-Mar-17	31-Mar-19
DX90 S2	FTS:ET092DCU	30-Sep-19	30-Sep-21
DX90 S2	FTS:ET092DDU	30-Sep-19	30-Sep-21
DX90 S2	FTS:ET092SCU	30-Sep-19	30-Sep-21
LT20	FTS:LT20JFF1U	31-Dec-16	31-Dec-18
LT20	FTS:LT20JFH1U	31-Dec-16	31-Dec-18
LT20	FTS:LT20JSD1U	31-Dec-16	31-Dec-18
LT20	FTS:LT20JSF1U	31-Dec-16	31-Dec-18
LT20	FTS:LT20JSH1U	31-Dec-16	31-Dec-18
LT20 S2	FTS:LT20S2JNXU	30-Jun-16	30-Jun-21

Product models affected by this announcement

Model	Part Number	Manufacturer End of Support Date	Sustaining Support End Date
LT20 S2	FTS:LT21S2JF11U	31-Dec-16	31-Dec-18
LT20 S2	FTS:LT21S2JS11U	30-Jun-19	31-Dec-21
LT40	FTS:LT40JFF1U	31-Dec-19	31-Dec-21
LT40	FTS:LT40JSF1U	31-Dec-16	31-Dec-18
LT40 S2	FTS:LT40S2JNXU	30-Jun-19	30-Jun-21
LT40 S2	FTS:LT4RS2JF11U	31-Dec-19	31-Dec-21
LT60	FTS:LT60JFF1U	31-Dec-16	31-Dec-18
LT60 S2	FTS:LT60S2JNXU	30-Jun-19	30-Jun-21

Learn more about the Fujitsu America, Inc. End of Service Life Policy

<http://www.fujitsu.com/us/support/products/computing/server-storage/eosl/products/>

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More information

To learn more about Fujitsu ETERNUS products, please contact your Fujitsu sales representative or Fujitsu Business partner, or visit our website.
<http://solutions.us.fujitsu.com/>

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FPC58-3096-07 05/18
18.0510.1243bh



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