



CTERA PRODUCTS END-OF-SUPPORT/LIFE STATEMENT

CTERA Networks Ltd

This document contains announcements of the end-of-support and end-of-life for various CTERA products.

For details about interoperability between CTERA products and 3rd-party products, see:

Portal – <https://kb.ctera.com/display/CKB/CTERA+Portal+and+Mobile+Interoperability>

Edge Filer – <https://kb.ctera.com/display/CKB/CTERA+Edge+Filer+%28Gateway%29+Interoperability>

Agent – <https://kb.ctera.com/display/CKB/CTERA+Agent+Interoperability>

CTERA Networks announces the end of sales for CTERA C200 and CTERA C400 Edge Filers, effective as of March 31 2020. End of sales means that CTERA Networks will stop selling CTERA C200 and CTERA C400 Edge Filers past the sale end date. Customers with active service contracts will continue to receive support and bug and security software upgrades. **Replacement products:**

<http://www.ctera.com/technology/cloud-storage-gateways/#models>.

CTERA End-of-Life/End-of-Support Matrix

Platform/Functionality	End-of-Support/End-of-Life	
C800 and C800+ Edge Filers	From June 30 2020	Announcement
CTERA 5.5 and CTERA 5.6	June 30 2019	Announcement
C200 Kirkwood Processor Edge Filers	May 15 2019	Announcement
CTERA 5.0	March 31 2018	Announcement
CTERA P1200	December 31 2016	Announcement
CTERA CloudPlug	December 31 2016	Announcement
CTERA 4.1	December 31, 2016	Announcement

C800 and C800+ Edge Filers

End-of-Support and End-of-Life Date: June 30th, 2020

From June 30 2020, CTERA Networks will end support for C800 and C800+ Edge Filers. End-of-support means that CTERA Networks will stop releasing improvements and/or bug corrections past the support end date. Replacement products:

<http://www.ctera.com/technology/cloud-storage-gateways/#models>.

CTERA 800 and C800+ Edge Filer end-of-support notes:

- Bugs found in CTERA C800 and C800+ Edge Filer firmware version 6.0.696.25 or earlier versions are not fixed past the support end date.
- CTERA C800 and C800+ Edge Filers are not tested with new CTERA Edge Filer firmware.

CTERA C800 and C800+ Edge Filer end-of-life notes:

- As of June 30th 2019, CTERA Networks stopped manufacturing CTERA C800 and C800+ Edge Filers.
- CTERA Networks disallows hardware and software support renewals (Cloud Care) for CTERA C800 and C800+ Edge Filers.

CTERA 5.5 and CTERA 5.6

End-of-Support Date: June 30th, 2019

As of June 30th 2019, CTERA Networks ended support for CTERA 5.5 and CTERA 5.6. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections for versions 5.5 and 5.6 past the support end date.

CTERA 5.5 and 5.6 end-of-support notes:

- Bugs found in CTERA Portal 5.5 OS image or software version are not fixed past the support end date.
- Bugs found in CTERA Edge Filer 5.5 and 5.6 firmware versions are not fixed past the support end date.
- Bugs found in CTERA Agent (CTERA Drive) 5.5 and 5.6 software versions for Windows, OS X and Linux platforms are not fixed past the support end date.

To upgrade your CTERA Portal setup to the latest supported version, submit a portal upgrade request to CTERA Support (<https://support.ctera.com>).

C200 Kirkwood Processor Edge Filers

End-of-Support and End-of-Life Date: May 15th, 2019

As of May 15th 2019, CTERA Networks ended support for C200 Edge Filers using a Kirkwood processor. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections past the support end date. Replacement products:
<http://www.ctera.com/technology/cloud-storage-gateways/#models>.

CTERA 200 Kirkwood processor Edge Filer end-of-support notes:

- Bugs found in CTERA 200 Kirkwood processor Edge Filer firmware version 6.0.639.1 or earlier versions are not fixed past the support end date.
- CTERA 200 Kirkwood processor Edge Filers are not tested with new versions of the CTERA Edge Filer firmware.

CTERA 200 Kirkwood processor Edge Filer end-of-life notes:

- CTERA Networks stopped manufacturing CTERA 200 Kirkwood processor Edge Filers.
- CTERA Networks will disallow hardware and software support renewals (Cloud Care) for CTERA 200 Kirkwood processor Edge Filers.

CTERA 5.0

End-of-Support Date: March 31st, 2018

As of March 31st 2018, CTERA Networks ended support for CTERA 5.0. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections for version 5.0 past the support end date.

CTERA 5.0 end-of-support notes:

- Bugs found in CTERA Portal 5.0 OS image or software version are not fixed past the support end

date.

- Bugs found in CTERA Edge Filer 5.0 firmware version are not fixed past the support end date.
- Bugs found in CTERA Agent 5.0 software version for Windows, OS X and Linux platforms are not fixed past the support end date.

To upgrade your CTERA Portal setup to version 5.5 or higher, submit a portal upgrade request to CTERA Support (<https://support.ctera.com>).

CTERA P1200

End-of-Support and End-of-Life Date: December 31st, 2016

CTERA Networks announced the manufacture discontinue and end-of-life of the P1200 device.

As of December 31st 2016, CTERA Networks ended support for the P1200 device platform. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections past the support end date.

Existing P1200 installations can be migrated to alternative on-prem or cloud infrastructures such as: VMware, Amazon, Azure and more. For more information, contact CTERA Support (<https://support.ctera.com>).

CTERA P1200 end-of-support notes:

- Bugs found in CTERA Portal OS image or software version running on the P1200 device platform are not fixed past the support end date.
- CTERA Portal v4.1, OS image and software, is the latest portal version approved to run on the P1200 device platform. Future portal version are not tested on this platform.

CTERA P1200 end-of-life notes:

- CTERA Networks stopped manufacturing the P1200 device platform.
- CTERA Networks disallows hardware and software support renewals (Cloud Care) for CTERA Portal running on the P1200 device platform.

CTERA CloudPlug

End-of-Support and End-of-Life Date: December 31st, 2016

CTERA Networks announced the manufacture discontinue and end-of-life of the CloudPlug product.

As of December 31st 2016, CTERA Networks ended support for CTERA CloudPlug. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections past the support end date. Replacement products:

<http://www.ctera.com/technology/cloud-storage-gateways/#models>.

CTERA CloudPlug end-of-support notes:

- Bugs found in CTERA CloudPlug 5.5 or earlier firmware versions are not fixed past the support end date.
- CTERA 5.5 and higher firmware are not tested with CTERA CloudPlug.

CTERA CloudPlug end-of-life notes:

- CTERA Networks stopped manufacturing CTERA CloudPlug.

- CTERA Networks disallows hardware and software support renewals (Cloud Care) for CTERA CloudPlug.

CTERA 4.1

End-of-Support Date: December 31st, 2016

As of December 31st 2016, CTERA Networks ended support for CTERA 4.1. End-of-support means that CTERA Networks stopped releasing improvements and/or bug corrections for version 4.1 past the support end date.

CTERA 4.1 end-of-support notes:

- Bugs found in CTERA Portal 4.1 OS OS image or software version are not fixed past the support end date.
- Bugs found in CTERA Edge Filer 4.1 firmware version are not fixed past the support end date.
- Bugs found in CTERA Agent 4.1 software version on all platforms are not fixed past the support end date.

To upgrade your CTERA Portal setup to a supported version, submit a portal upgrade request to CTERA Support (<https://support.ctera.com>).