



## CTERA PRODUCTS END-OF-LIFE/SUPPORT STATEMENT

CTERA Networks Ltd

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

CTERA currently supports the 5.5.x, 5.6.x and 6.0.x major version of its products.

**CTERA Networks is announcing the end of support for CTERA 5.5.x and CTERA 5.6.x software versions, effective as of June 30<sup>th</sup> 2019. End of support means that CTERA Networks will stop releasing improvements and/or bug corrections for version 5.5/5.6 past the support end date.**

### END OF SUPPORT MATRIX

Platform/Functionality	CTERA End-of-Life/Support Date	
CTERA Agent for Linux 32 bit versions, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS	From August 31st, 2019	<a href="#">Announcement</a>
CTERA 5.5 and CTERA 5.6	From June 30th, 2019	<a href="#">Announcement</a>
CTERA Portal and CTERA Cloud Storage Gateways for VMware ESXi versions before ESXi 6.0	From March 31st, 2019	<a href="#">Announcement</a>
CTERA Mobile App for iOS versions before version 9.0 and for Android versions before version 5.0	From March 31st, 2019	<a href="#">Announcement</a>
CTERA 5.0	From March 31st, 2018	<a href="#">Announcement</a>
CTERA Agent for Linux Mandriva, SUSE, and Fedora before version 20	From December 31st, 2017	<a href="#">Announcement</a>
CTERA P1200	From December 31st, 2016	<a href="#">Announcement</a>
CTERA CloudPlug	From December 31st, 2016	<a href="#">Announcement</a>
CTERA 4.1	From December 31st, 2016	<a href="#">Announcement</a>
CTERA Mobile App 5.0 and Earlier for Android and iOS	From December 31st, 2016	<a href="#">Announcement</a>
CTERA Agent for Windows XP and Windows Server 2003	From December 31st, 2016	<a href="#">Announcement</a>
CTERA Agent for Mac OSX 10.9 (Mavericks)	From December 31st, 2016	<a href="#">Announcement</a>

### CTERA Agent for Linux 32 bit versions, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS

**End-of-Support Date: August 31<sup>st</sup>, 2019**

Effective as of August 31<sup>st</sup> 2019, CTERA Networks will end support for CTERA Agents installed on 32 bit versions of Linux, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS. End of support means that CTERA Networks will not fix bugs in CTERA Agents installed on 32 bit versions of Linux, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS, past the support end date.

**32 bit versions of Linux, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS end-of-support notes:**

- Bugs found in CTERA Agent 6.0 for 32 bit versions of Linux, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS, or earlier versions will not be fixed past the support end date.
- CTERA Agent 6.0 and higher will not be tested on 32 bit versions of Linux, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS.

## CTERA 5.5 and CTERA 5.6

**End-of-Support Date: June 30<sup>th</sup>, 2019**

Effective as of June 30<sup>th</sup> 2019, CTERA Networks will end support for CTERA 5.5 and CTERA 5.6. End of support means that CTERA Networks will stop 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 will not be fixed past the support end date.
- Bugs found in CTERA Portal 5.5 software version will not be fixed past the support end date.
- Bugs found in CTERA Cloud Storage Gateway (CTERA Edge Filer) 5.5 and 5.6 firmware versions will not be 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 will not be 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>.

## CTERA Products on VMware ESXi Versions Before ESXi 6.0

**End-of-Support Date: March 31<sup>st</sup>, 2019**

Effective as of March 31<sup>st</sup> 2019, CTERA Networks will end support for CTERA products installed on VMware ESXi versions before version 6.0. End of support means that CTERA Networks will not fix bugs in CTERA products installed on VMware ESXi versions before version 6.0, past the support end date.

### **VMware ESXi versions before version 6.0 end-of-support notes:**

- Bugs found in CTERA products installed on VMware ESXi versions before version 6.0 will not be fixed past the support end date.
- CTERA products will not be tested on VMware ESXi versions before version 6.0.

## CTERA Mobile App iOS Versions Before 9.0 and Android Versions Before 5.0

**End-of-Support Date: March 31<sup>st</sup>, 2019**

Effective as of March 31<sup>st</sup> 2019, CTERA Networks will end support for CTERA Mobile App for iOS versions before version 9.0 and Android versions before version 5.0. End of support means that CTERA Networks will not fix bugs in CTERA Mobile App for iOS versions before version 9.0 and Android versions before version 5.0, past the support end date.

### **CTERA Mobile App for iOS versions before version 9.0 and Android versions before version 5.0 end-of-support notes:**

- Bugs found in CTERA Mobile App for iOS versions before version 9.0 and Android versions before version 5.0 will not be fixed past the support end date.
- CTERA Mobile App will not be tested with iOS versions before version 9.0 and Android versions before version 5.0.

## CTERA 5.0

### End-of-Support Date: March 31<sup>st</sup>, 2018

Effective as of March 31<sup>st</sup> 2018, CTERA Networks will end support for CTERA 5.0. End of support means that CTERA Networks will stop 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 will not be fixed past the support end date.
- Bugs found in CTERA Portal 5.0 software version will not be fixed past the support end date.
- Bugs found in CTERA Cloud Storage Gateway 5.0 firmware version will not be fixed past the support end date.
- Bugs found in CTERA Agent 5.0 software version for Windows, OS X and Linux platforms will not be 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 Agent for Linux Mandriva, SUSE, and Fedora Before Version 20

### End-of-Support Date: December 31<sup>st</sup>, 2017

Effective as of December 31<sup>st</sup> 2017, CTERA Networks will end support for CTERA Agents installed on Linux Mandriva, SUSE, and Fedora before version 20. End of support means that CTERA Networks will not fix bugs in CTERA Agents installed on Linux Mandriva, SUSE, and Fedora before version 20, past the support end date.

#### Linux Mandriva, SUSE, and Fedora before version 20 end-of-support notes:

- Bugs found in CTERA Agent 5.0 for Linux Mandriva, SUSE, and Fedora before version 20, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 and higher will not be tested on Linux Mandriva, SUSE, and Fedora before version 20.

## CTERA P1200

### End-of-Life Date: December 31<sup>st</sup>, 2016

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

Effective as of December 31<sup>st</sup> 2016, CTERA Networks will end support for the P1200 device platform. End of support means that CTERA Networks will stop releasing improvements and/or bug corrections past the support end date.

- Starting from CTERA Portal 5.5, existing P1200 installations can be migrated to alternative on-prem or cloud infrastructures such as: VMware, Amazon, OpenStack, Azure and more. For more information, contact CTERA Support @ <https://support.ctera.com>.

#### CTERA P1200 end-of-life notes:

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

**CTERA P1200 end-of-support notes:**

- Bugs found in CTERA Portal OS image or software version running on the P1200 device platform will not be 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 will not be tested on this platform.

## CTERA CloudPlug

**End-of-Life Date: December 31<sup>st</sup>, 2016**

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

Effective as of December 31<sup>st</sup> 2016, CTERA Networks will end support for CTERA CloudPlug. 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 CloudPlug end-of-life notes:**

- CTERA Networks will stop manufacturing CTERA CloudPlug.
- Disable hardware and software support renewals (Cloud Care) for CTERA CloudPlug.

**CTERA CloudPlug end-of-support notes:**

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

## CTERA 4.1

**End-of-Support Date: December 31<sup>st</sup>, 2016**

Effective as of December 31<sup>st</sup> 2016, CTERA Networks will end support for CTERA 4.1. End of support means that CTERA Networks will stop 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 image will not be fixed past the support end date.
- Bugs found in CTERA Portal 4.1 software version will not be fixed past the support end date.
- Bugs found in CTERA Cloud Storage Gateway 4.1 firmware version will not be fixed past the support end date.
- Bugs found in CTERA Agent 4.1 software version for Windows, OS X and Linux platforms will not be 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 Mobile App 5.0 and Earlier for Android and iOS

**End-of-Support Date: December 31<sup>st</sup>, 2016**

Effective as of December 31<sup>st</sup> 2017, CTERA Networks will end support for CTERA Mobile app 5.0 and earlier versions installed on Android and iOS device platforms. End of support means that CTERA Networks will not fix bugs in CTERA Mobile app nor introduce enhancements past the support end date.

CTERA Networks will unpublish CTERA Mobile 5.0 from the Google Play and Apple app stores.

### **CTERA Mobile 5.0 and earlier end-of-support notes:**

- Bugs found in CTERA Mobile 5.0 or earlier versions will not be fixed past the support end date.
- CTERA Mobile 5.0 or earlier versions will not be tested with CTERA Portal 5.5 or higher.

In May 2016, CTERA Networks featured an updated version of CTERA Mobile for iOS and Android. Users can obtain the updated versions from Google Play and Apple app stores:

**iOS:** <https://itunes.apple.com/us/app/ctera/id1071368834?mt=8>

**Android:** <https://play.google.com/store/apps/details?id=com.ctera.networks.android>

## CTERA Agent for Windows XP and Windows Server 2003

**End-of-Support Date: December 31<sup>st</sup>, 2016**

Effective as of December 31<sup>st</sup> 2016, CTERA Networks will end support for CTERA Agents installed on Windows XP and Windows Server 2003. End of support means that CTERA Networks will not fix bugs in CTERA Agents installed on Windows XP and Windows Server 2003 past the support end date.

### **CTERA Agent for Windows XP and Windows Server 2003 end-of-support notes:**

- Bugs found in CTERA Agent 5.0 for Windows XP and Windows Server 2003, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 and higher will not be tested on Windows XP and Windows Server 2003.

## CTERA Agent for Mac OS X 10.9

**End-of-Support Date: December 31<sup>st</sup>, 2016**

Effective as of December 31<sup>st</sup> 2016, CTERA Networks will end support for CTERA Agents installed on Mac OS X 10.9 (Yosemite). End of support means that CTERA Networks will not fix bugs in CTERA Agents installed on Mac OS X 10.9 (Yosemite) past the support end date.

### **Mac OS X 10.9 end-of-support notes:**

- Bugs found in CTERA Agent 5.0 for Mac OS X 10.9, or earlier versions will not be fixed past the support end date.
- CTERA Agent 5.5 and higher will not be tested on Mac OS X 10.9.