



## 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.

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 sales for CTERA C800 and CTERA C800+ Edge Filers, effective as of June 30 2019. End of sales means that CTERA Networks will stop selling CTERA C800 and CTERA C800+ Edge Filers past the sale end date.** Customers with active service contracts will continue to receive support and software upgrades from CTERA support, and will be able to extend the service for up to 5 years from the original purchase date. **Replacement products:**

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

**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 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.**

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

| Platform/Functionality  | End-of-Support/End-of-Life |                              |
|---|----------------------------|------------------------------|
| CTERA Agent for Linux 32 bit versions, Debian 6.x, Fedora versions 20-23, and Ubuntu 10.4-12.04 LTS | From August 31 2019        | <a href="#">Announcement</a> |
| CTERA 5.5 and CTERA 5.6   | From June 30 2019          | <a href="#">Announcement</a> |
| C200 Kirkwood Processor Edge Filers   | May 15 2019                | <a href="#">Announcement</a> |
| CTERA Portal and CTERA Edge Filers for VMware ESXi versions before ESXi 6.0                         | March 31 2019              | <a href="#">Announcement</a> |
| CTERA Mobile App for iOS versions before version 9.0 and for Android versions before version 5.0    | March 31 2019              | <a href="#">Announcement</a> |
| CTERA 5.0   | March 31 2018              | <a href="#">Announcement</a> |
| CTERA Agent for Linux Mandriva, SUSE, and Fedora before version 20                                  | December 31 2017           | <a href="#">Announcement</a> |
| CTERA P1200   | December 31 2016           | <a href="#">Announcement</a> |
| CTERA CloudPlug   | December 31 2016           | <a href="#">Announcement</a> |
| CTERA 4.1   | December 31, 2016          | <a href="#">Announcement</a> |
| CTERA Mobile App 5.0 and earlier for Android and iOS  | December 31 2016           | <a href="#">Announcement</a> |
| CTERA Agent for Windows XP and Windows Server 2003  | December 31 2016           | <a href="#">Announcement</a> |
| CTERA Agent for Mac OSX 10.9 (Mavericks)  | December 31 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 or software version will not be fixed past the support end date.
- Bugs found in 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>.

## C200 Kirkwood Processor Edge Filers

**End-of-Support and End-of-Life Date: May 15<sup>th</sup>, 2019**

CTERA Networks is announcing the manufacture discontinue and end-of-life of the C200 Edge Filer using a Kirkwood processor product. Effective as of May 15 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 Filer 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 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 ended 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 are not fixed past the support end date.
- CTERA products are not 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 ended 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 before version 9.0 and Android 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 are not fixed past the support end date.
- CTERA Mobile App are not tested on iOS before version 9.0 and Android 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 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 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 ended 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 are not fixed past the support end date.
- CTERA Agent 5.5 and higher are not tested on Linux Mandriva, SUSE, and Fedora before version 20.

## CTERA P1200

### End-of-Support and 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 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.

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-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 will disallow 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 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 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 will disallow hardware and software support renewals (Cloud Care) for 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 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 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 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 ended 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 unpublished CTERA Mobile 5.0 from the Google Play and Apple app stores.

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

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

**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 ended 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 are not fixed past the support end date.
- CTERA Agent 5.5 and higher are not 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 ended 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 are not fixed past the support end date.
- CTERA Agent 5.5 and higher are not tested on Mac OS X 10.9.