

# Fact sheet

## ETERNUS Storage Support Roadmap Announcement

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](mailto:go_enterprise@us.fujitsu.com).



## Product models affected by this announcement

Model	Part Number	Manufacturer End of Support Date	Sustaining Support End Date
ETERNUS2000 M100	E210F2BSU	3/31/2014	6/30/2016*
ETERNUS2000 M100	E210F2CSU	3/31/2014	3/31/2017
ETERNUS2000 M100	E210F4BU	3/31/2014	6/30/2016*
ETERNUS2000 M100	E210F4CU	3/31/2015	3/31/2017
ETERNUS2000 M100	E210L2BSU	3/31/2014	6/30/2016*
ETERNUS2000 M100	E210L2CSU	3/31/2015	3/31/2017
ETERNUS2000 M100	E210L4BU	3/31/2014	6/30/2016*
ETERNUS2000 M100	E210L4CU	3/31/2015	3/31/2017
ETERNUS2000 M100	E210S4BU	3/31/2014	6/30/2016*
ETERNUS2000 M100	E210S4CU	3/31/2015	3/31/2017
ETERNUS2000 M100	E220L4BM3U	3/31/2014	6/30/2016
ETERNUS2000 M200	E220F4BU	3/31/2013	6/30/2016*
ETERNUS2000 M200	E220F4CU	3/31/2015	3/31/2017
ETERNUS2000 M200	E220L4BU	3/31/2014	6/30/2016*
ETERNUS2000 M200	E220L4CU	3/31/2015	3/31/2017
ETERNUS2000 M200	E220S4CU	3/31/2014	3/31/2017
ETERNUS4000 M300	E430R20AU	3/31/2014	6/30/2016*
ETERNUS4000 M300	E430S20AU	3/31/2014	6/30/2016*
ETERNUS4000 M400	E440R20AU	3/31/2015	3/31/2017
ETERNUS4000 M400	E440S20AU	3/31/2015	3/31/2017
ETERNUS4000 M500	E450R20AU	3/31/2014	6/30/2016*
ETERNUS4000 M500	E450S20AU	3/31/2014	6/30/2016*
ETERNUS4000 M600	E460R20AU	3/31/2015	3/31/2017
ETERNUS4000 M600	E460S20AU	3/31/2015	3/31/2017
ETERNUS6000 M900	E690S01AU	3/31/2012	3/31/2014
ETERNUS8000 M900	E890S20AU	3/31/2014	6/30/2016*
ETERNUS8000 M1100	E8B0S20AU	3/31/2015	3/31/2017*
ETERNUS8000 M1200	E8C0S20AU	3/31/2015	3/31/2017
ETERNUS8000 M2100	E8M0S20AU	3/31/2014	6/30/2016
LT20 TAPE SYSTEM	FTS:LT20JSD1U	3/31/2016	3/31/2018
LT20 TAPE SYSTEM	FTS:LT20JFF1U	3/31/2016	3/31/2018
LT20 TAPE SYSTEM	FTS:LT20JFS1U	3/31/2016	3/31/2018
LT20 TAPE SYSTEM	FTS:LT20JFH1U	3/31/2016	3/31/2018
LT20 TAPE SYSTEM	FTS:LT20JSH1U	3/31/2016	3/31/2018
LT270 TAPE SYSTEM	FTS:LT27ASAU	12/31/2014	12/31/2016
LT270 TAPE SYSTEM	E210F2CSU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E210F4CU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E210L2CSU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E210L4CU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E210S4CU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E220F4CU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E220L4CU	3/31/2015	3/31/2017
LT270 TAPE SYSTEM	E220S4CU	3/31/2015	3/31/2017
LTO40 TAPE SYSTEM	FTS:LT40JFF1U	6/30/2016	6/30/2018
LTO40 TAPE SYSTEM	FTS:LT40JSF1U	12/31/2016	12/31/2018
LTO60 TAPE SYSTEM	FTS:LT60JFF1U	12/31/2016	12/31/2018

Learn more about the Fujitsu America, Inc. End of Service Life Policy  
<http://www.fujitsu.com/us/support/products/computing/server-storage/eosl/products/>

\*New Sustaining Support End Date

# About Fujitsu Americas

Fujitsu America, Inc. is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

## Fujitsu products and services

### Fujitsu Portfolio

Build on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offering. This allows customers to leverage from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

### Computing products

[www.fujitsu.com/global/services/computing/](http://www.fujitsu.com/global/services/computing/)

### Software

[www.fujitsu.com/software/](http://www.fujitsu.com/software/)

## 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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## Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:  
[www.fujitsu.com/global/about/environment/](http://www.fujitsu.com/global/about/environment/)

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