End-of-Life and End-Of-Support Announcement for the TrueNAS E16 Expansion Shelf

December 28, 2017

With immediate effect, iXsystems announces the end-of-life (EOL) and end-of-support (EOS) dates for the TrueNAS E16 Expansion Shelf. The EOL date is January 31, 2017.

The EOS date is January 31, 2020. iXsystems will ONLY provide support for the E16 up to that date for customers with *ACTIVE* support contracts only. Bear in mind that iXsystems' standard policy is to make available for purchase support agreements with durations of NO more than five (5) years in total from the time of the original product purchase. We do not offer support contacts for year six (6) and beyond. Thus, depending on when you purchased the E16, the end date for which you can obtain support for this product maybe earlier than the EOS date. If you have any questions about how this may affect your E16 or other TrueNAS products, please contact your iXsystems representative.

With this action, iXsystems is NO longer accepting or fulfilling orders for the E16.

TrueNAS customers interested in the E16 are encouraged to transition over to E24.

The following table summarizes this information.

Affected Product(s)	End-Of-Life Date	End-Of-Support Date	Replacement Product
TrueNAS E16 Expansion Shelf **Model Number:** TRUENAS-E16-EXPANSION-iXN	January 31, 2017	January 31, 2020	TrueNAS E24 Expansion Shelf Model Number: TRUENAS-E24-EXPANSION-iXN

For questions or further information about this announcement, please contact iXsystems at product-truenas@iXsystems.com.

For more information about iXsystems storage products, visit or contact us at iXsystems.com/storage or sales@iXsystems.com.

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