

End-of-Life and End-of-Support Announcement

Version 1.0



End-of-Life and End-Of-Support Announcement for the FreeNAS Certified Servers

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With immediate effect, iXsystems announces the end-of-life (EOL) and end-of-support (EOS) dates for the FreeNAS Certified Servers. The EOL and end-of-sales date is December 31st, 2020. The EOS date is December 31st, 2023. iXsystems will ONLY provide support for the FreeNAS Certified Server up to the EOS date for customers with ACTIVE support contracts only.

For the FreeNAS Certified product line, iXsystems' standard policy is to make available for purchase, warranty and support agreements with durations of NO more than three (3) years in total from the time of the original product purchase.

Thus, depending on when the purchase date of the FreeNAS Certified Server, the end date for which support can be obtained for this product will be earlier than the EOS date.

For any questions about how this may affect the FreeNAS Certified Server or other TrueNAS products, please contact a iXsystems representative.

With this action, iXsystems is NO longer accepting or fulfilling orders for the FreeNAS Certified Servers. TrueNAS customers interested in the FreeNAS Certified Servers are encouraged to consider the TrueNAS R Series. The TrueNAS R-Series has options for Bronze and Silver Enterprise support.

The following table summarizes this information.

Affected Products	End-of-Life Date	End-of-Support Date	Replacement Product
FreeNAS Certified 1U Server	December 31st, 2020	December 31st, 2023	TrueNAS R10
FreeNAS Certified 2U Server	December 31st, 2020	December 31st, 2023	TrueNAS R20
FreeNAS Certified 2U All-Flash Server	December 31st, 2020	December 31st, 2023	TrueNAS R40
FreeNAS Certified 4U Server	December 31st, 2020	December 31st, 2023	TrueNAS R50

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

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