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End-of-Life and End-Of-Support Announcement for the TrueNAS E24 Expansion Shelf

December 28, 2017

With immediate effect, iXsystems announces the end-of-life (EOL) and end-of-support (EOS) dates for the TrueNAS E24 Expansion Shelf. The EOL date is December 28, 2017.

The EOS date is December 28, 2022. iXsystems will ONLY provide support for the E24 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 E24, 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 E24 or other TrueNAS products, please contact your iXsystems representative.

With this action, iXsystems is NO longer accepting or fulfilling orders for the E24. TrueNAS customers that place an order for the E24 may be contacted by iXsystems and informed that the new TrueNAS ES24 Expansion Shelf will be shipped instead. The ES24 is a 4U 24-bay expansion shelf and a drop-in replacement for the E24.

TrueNAS customers interested in the E24 are encouraged to transition over to ES24.

The following table summarizes this information.

Affected Product(s)	End-Of-Life Date	End-Of-Support Date	Replacement Product
TrueNAS E24 Expansion Shelf **Model Number:** TRUENAS-E24-EXPANSION-iXN	December 28, 2017	December 28, 2022	TrueNAS ES24 Expansion Shelf **Model Number:** TRUENAS-ES24-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.

iXsystems Storage Product Management Team