

End of Availability Notification

PSN 4 and V4 Server Incident Locker

This notification is to inform you that the affected products listed below have now transitioned to “End of Availability” status, and are no longer available to purchase.

These products have been succeeded by the Synergy PSN V5, Synergy Incident Locker V5, Synergy PSN Max, and Synergy Incident Locker Max products.

Support for PSN 4 and V4 Incident Locker will continue to be available until March 2028, beyond which we will endeavour to maintain support wherever possible. For some hardware, an OS upgrade may be required to maintain this support.

1.1 Affected Products

Affected Part Numbers	Description
SY-PSN4-3U-XTB	Synectics PSN 4 3U
SY-SYNERGYSERVER-V4-XTB-LOCK	Synectics V4 Server Locker (21TB or greater capacity)

1.2 Reason for End of Availability

Synectics has transitioned to a new and improved generation of hardware, and components for the PSN 4 product range can no longer be sourced.

1.3 Replacement Product Details

Replacement Product	Description
SY-PSN-V5-XTB-R6	Synectics Synergy PSN V5 2U (21TB to 180TB capacity)
SY-LOCKER-V5-XTB-R6	Synectics Synergy Incident Locker V5 2U (21TB to 180TB capacity)
SY-PSNMAX-V1-XTB-R6	Synectics Synergy PSN Max V1 2U (21TB to 252TB capacity)
SY-LOCKERMAX-V1-XTB-R6	Synectics Synergy Incident Locker Max V1 2U (21TB to 252TB capacity)

Please see the product datasheets for more information about the replacement products.

1.4 Notification Dates

Milestone	End Date
End of Availability	March 2023
Last Time Buy	March 2023
General Support*	March 2028**
Extended Support*	March 2028**
End of Life*	March 2028**

*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

** Please refer to section 1.5 – an OS upgrade may be required to maintain support until March 2028

1.5 Firmware and Software Versions

PSN 4

OS	Last OS Image	Last software
Windows 10 IoT LTSB 2016 (OS Image 1.x.x.x)	In line with Windows OS end of support – October 2026	In line with Windows OS end of support – October 2026
Windows 10 IoT LTSC 2019 (OS Image 2.x.x.x)	In line with product End of Life	In line with product End of Life

PSN 4 hardware can be upgraded to Windows 10 IoT LTSC 2019, with a new Windows OS license. Please contact your Synectics representative for further information.

V4 Server Incident Locker

OS	Last OS Image	Last software
Windows Server 2016 (OS Image 1.x.x.x)	In line with Windows OS end of support – January 2027	In line with Windows OS end of support – January 2027
Windows Server 2019 (OS Image 2.x.x.x)	In line with product End of Life	In line with product End of Life

V4 Server Incident Locker hardware can be upgraded to Windows Server 2019, with a new Windows OS license. Please contact your Synectics representative for further information.

1.6 Definitions

End of Availability is the point that the product is phased out by Synectics.

Last Time Buy (LTB) is the point at which the last order for the product can be made.

General Support means that the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

Extended Support means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

End of Life means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

1.7 Supply after End of Availability

If you are supplied this product after the End of Availability date, the notification dates will continue to apply as per this document.

If the product is supplied to you as new, and not as a like-for-like replacement, your warranty period will not be affected by the notification dates listed.

1.8 Response

For additional information regarding this notification, please contact your local Synectics representative.