End of Availability Notification
Synergy Server V4 and Synergy Compact V4

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.

The Synergy Server V4 has been succeeded by Synergy Server Max V1 product. Further information regarding successor options for the Synergy Compact V4 will follow in due course.

Support for the V4 Server and Compact V4 products 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-SYNERGYSERVER-V4	Synergy Server V4 (1U)
SY-SYNERGYSERVER-V4-2TB-LOCK	Synergy Server V4 (1U) 2TB Locker
SY-SYNERGYSERVER-V4-9TB-LOCK	Synergy Server V4 (1U) 4TB Locker
SY-POS-SERVER-V4	Synectics POS Server V4 (1U)
SY-SLOTS-SERVER-V4	Synectics Slots Server V4 (1U)
SY-WEB-SERVER-V4	Synectics Web Server V4 (1U)
SY-TVNP-SERVER-V4	Synectics TVNP Server V4 (1U)
SY-DVNP-SERVER-V4	Synectics DVNP Server V4 (1U)
SY-SYNERGYCOMPACT-V4	Synergy Compact V4 (1U) 10.5TB RAID 5
SY-SYNERGYCOMPACT-V4-27TB	Synergy Compact V4 (1U) 27TB RAID 5

1.2 Reason for End of Availability

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

1.3 Replacement Product Details

Synergy Server V4

Replacement Product	Description
SY-SERVERMAX-V1-**X**TB-R1	Synergy Server Max V1 (3.6TB-54TB RAID storage capacity)

Synergy Server Max uses a single part code, as the hardware can now support multiple Synergy functions per server. The hardware can be specified to run any of the functions previously available on the V4 Server.

Synergy Compact V4

Replacement Product	Description
Coming Soon	

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

SYNECTICS

1.4 Notification Dates

Milestone	End Date
End of Availability	April 2023
Last Time Buy	April 2023
General Support*	April 2028**
Extended Support*	April 2028**
End of Life*	April 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 – for Synergy Server V4, a Windows OS upgrade may be required to maintain support to this date. For Synergy Compact V4, the Windows OS will reach end of support before this date in October 2026.

1.5 Firmware and Software Versions

Synergy Server V4 (all variants except Synergy Compact V4)

OS	Last OS Image	Last software
Windows Server 2016	In line with Windows OS end of support – January 2027	In line with Windows OS end of support – January 2027
Windows Server 2019	In line with product End of Life	In line with product End of Life

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

Synergy Compact V4

OS	Last OS Image	Last software
Windows 10 IoT Enterprise LTSB 2016	In line with Windows OS end of support – October 2026	In line with Windows OS end of support – October 2026

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.