

Product Lifecycle Notification

Date: 06/20/2019
Region: Global
Product: VideoEdge Rack Mount R710 Server
Brand: American Dynamics



Scope

We are pleased to announce that we have released a new version of the VideoEdge Rack Mount on an R740 server. This new hardware provides expanded capabilities regarding throughput and overall system performance. To put more resources toward supporting this latest iteration, we are restating that support for the VideoEdge Rack Mount R710 server has ended.

The VideoEdge Rack Mount R710 server was discontinued at the end of 2012 and replaced with the R720 server at that time. It is now beyond the 5-year support period offered by American Dynamics and no further firmware updates, hardware troubleshooting or repair services will be provided for this product.

Product Lifecycle Milestones	Effective Date
End of Support – Firmware updates, hardware troubleshooting and repair services are not available after the effective date.	01/01/2018

Affected Products

The following Product Codes will be discontinued.

Product Code	Description
ADVE41R01D710	VideoEdge NVR 4.1 R710 with 16 camera licenses 1TB boot drive, 1TB
ADVE41R03D710	VideoEdge NVR 4.1 R710 with 16 camera licenses 1TB boot drive, 3TB
ADVE41R05D710	VideoEdge NVR 4.1 R710 with 16 camera licenses 1TB boot drive, 5TB
ADVE41R10D710	VideoEdge NVR 4.1 R710 with 16 camera licenses 1TB boot drive, 10TB
ADVE41R01D710-64	VideoEdge NVR 4.1 R710 with 64 camera licenses 1TB boot drive, 1TB
ADVE41R10D710-64	VideoEdge NVR 4.1 R710 with 64 camera licenses 1TB boot drive, 10TB

The following new Product Codes will be released.

Product Code	Description
ADVER06R0DH	VE RACK MNT NVR 6TB RAID 4 NIC
ADVER18R5DH	VE RACK MNT NVR. 18TB RAID5
ADVER36R5DH	VE RACK MNT NVR. 36TB RAID5
ADVER50R5DH	VE RACK MNT NVR. 50TB RAID5
ADVER66R5DH	VE RACK MNT NVR. 66TB RAID5
ADVER80R5DH	VE RACK MNT NVR. 80TB RAID5
ADVER90R5DH	VE RACK MNT NVR. 90TB RAID5
ADVER100R5DH	VE RACK MNT NVR. 100TB RAID5
ADVER140R5DH	VE RACK MNT NVR. 140TB RAID5

We apologize for any inconvenience this may cause you; however, our teams are prepared to assist you to ensure a smooth transition. If you would like to discuss any of the above, please do not hesitate to contact your Area Sales Manager (ASM).

Contact Information	
Order Entry	(800) 507-6268
Sales	Contact your local sales rep. or email BTS-Inside.Sales@jci.com
Technical Support	<p>American Dynamics North America: 800-507-6268 or 800-392-2873, Option 2</p> <p>South America: 561-912-6259, Option 2</p> <p>EMEA: +800-2255-8926 EMEA: +31-475-352-722 APAC: +800-2255-8926 APAC: +91-80-4199-0994 Or Email: Video-Support@jci.com</p>
Product Manager	James McKnight



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For additional information, please visit www.americandynamics.net.