



Hewlett Packard Enterprise

August 15, 2017

Addressee's Name
Addressee's Title
Company Name
Mailing Address
City, State ZIP

Dear Customer,

Hewlett Packard Enterprise (HPE) is announcing the removal of HP branded media SKUs as part of the separation of HP Inc. and Hewlett Packard Enterprise. For customers with currently downloaded and installed media, there is no action required at this time.

Please note that this is not a product obsolescence, we are simply removing all the media SKUs corresponding to 10.1x and 10.2x of HP Universal Discovery & HP Universal CMDB Foundation. Customers with active support contracts are eligible to update to HPE Universal Discovery & HPE Universal CMDB Foundation 10.3x.

Customers on active support for versions 10.1x & 10.2x can continue to buy additional licenses and will be supported until the dates that were communicated previously on [SSO](#).

Key Program Dates

HPE is committed to providing the highest level of customer care to you while you determine the future version strategy for your HP Universal Discovery & HP Universal CMDB Foundation product.

Key program dates listed below for HP Universal Discovery & HP Universal CMDB Foundation 10.1x and 10.2x are based on HPE's time-based support policy. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Software Support Policy](#).

Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Aug 15, 2017	Customer Announcement
Sep 1, 2017	Removal of Media SKUs (no longer orderable or available for purchase)

Previously Announced Support Timeline

Nov 30, 2017	End of Committed Support for HP Universal Discovery & HP Universal CMDB Foundation 10.1x
Nov 30, 2019	End of Extended Support for HP Universal Discovery & HP Universal CMDB Foundation 10.1x
Nov 30, 2023	End of Self-Help Support with Rights to New Versions for HP Universal Discovery & HP Universal CMDB Foundation 10.1x

Jan 31, 2019	End of Committed Support for HP Universal Discovery & HP Universal CMDB Foundation 10.2x
Jan 31, 2021	End of Extended Support for HP Universal Discovery & HP Universal CMDB Foundation 10.2x
Jan 31, 2025	End of Self-Help Support with Rights to New Versions for HP Universal Discovery & HP Universal CMDB Foundation 10.2x

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Universal Discovery & HP Universal CMDB Foundation product numbers.

More Information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support

HPE once again wishes to thank you for choosing HP Universal Discovery & HP Universal CMDB Foundation 10.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise



Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at

hpe.com/software/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HPE product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HPE investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HPE products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End of Committed Support Date

End of Committed Support (EOCS) Date is the last date software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by the version numbering). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version.

Extended Support is limited to:

- Around the clock self-solve support
- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

Self-Help Support with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
TF236BAE	HP UD/UCMDB/CM 10.10 Eng SW E-Media
TF236BDE	HP UD/UCMDB/CM 10.10 Grm SW E-Media
TF236BEE	HP UD/UCMDB/CM 10.10 Spa SW E-Media
TF236BFE	HP UD/UCMDB/CM 10.10 Fre SW E-Media



Hewlett Packard Enterprise

TF236BJE	HP UD/UCMDB/CM 10.10 Jpn SW E-Media
TF236BKE	HP UD/UCMDB/CM 10.10 Kor SW E-Media
TF236BPE	HP UD/UCMDB/CM 10.10 B Prt SW E-Media
TF236BSE	HP UD/UCMDB/CM 10.10 S.Ch SW E-Media
TF236BUE	HP UD/UCMDB/CM 10.10 Dut SW E-Media
TF236BVE	HP UD/UCMDB/CM 10.10 Rus SW E-Media
TF236BZE	HP UD/UCMDB/CM 10.10 Itl SW E-Media
TF236CVE	HP UD/UCMDB/CM 10.20 Rus SW E-Media
TF236CZE	HP UD/UCMDB/CM 10.20 Itl SW E-Media
TF236CUE	HP UD/UCMDB/CM 10.20 Dut SW E-Media
TF236CSE	HP UD/UCMDB/CM 10.20 S.Ch SW E-Media
TF236CPE	HP UD/UCMDB/CM 10.20 B Prt SW E-Media
TF236CKE	HP UD/UCMDB/CM 10.20 Kor SW E-Media
TF236CJE	HP UD/UCMDB/CM 10.20 Jpn SW E-Media
TF236CFE	HP UD/UCMDB/CM 10.20 Fre SW E-Media
TF236CEE	HP UD/UCMDB/CM 10.20 Spa SW E-Media
TF236CDE	HP UD/UCMDB/CM 10.20 Grm SW E-Media
TF236CAE	HP UD/UCMDB/CM 10.20 Eng SW E-Media
P8B78AAE	HP UD/UCMDB 10.30 Eng SW E-Media
P8B78APE	HP UD/UCMDB 10.30 B. Prt SW E-Media
P8B78AUE	HP UD/UCMDB 10.30 Dut SW E-Media
P8B78AFE	HP UD/UCMDB 10.30 Fre SW E-Media
P8B78ADE	HP UD/UCMDB 10.30 Grm SW E-Media
P8B78AZE	HP UD/UCMDB 10.30 Itl SW E-Media
P8B78AVE	HP UD/UCMDB 10.30 Rus SW E-Media
P8B78AEE	HP UD/UCMDB 10.30 Spa SW E-Media
P8B78AJE	HP UD/UCMDB 10.30 Jpn SW E-Media
P8B78AKE	HP UD/UCMDB 10.30 Kor SW E-Media
P8B78ASE	HP UD/UCMDB 10.30 S.Ch SW E-Media