



HP Operations Smart Plug-In for Storage Essentials (Operations SPi for SE)

Obsolescence Announcement

Frequently Asked Questions

On Aug 1, 2016, Hewlett Packard Enterprise announced the product obsolescence for Operations SPi for SE.

Storage Essentials (SE) customers are encouraged migrate from SE to Storage Operations Manager (SOM) via the SE to SOM Migration Program. Once migrated to SOM, customers can take advantage of the SOM integration with Operations Bridge (OMi). Please contact your local HPE sales representative or your local HPE business partner for more information related to the SE to SOM migration program.

Key program dates listed below for Operations SPi for SE are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. 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](#).

This document provides answers to frequently asked questions regarding this announcement.

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting Operations SPi for SE?
Answer	Effective Aug 1, 2016, HPE is announcing the obsolescence of Operations SPi for SE SE Customers are being encouraged to migrate from SE to Storage Operations Manager, HPE's new storage resource management solution. Please contact your local HPE sales representative or your local HPE business partner for more information related to the SE to SOM migration program.
Question	Who can I contact if I have more questions with regards to this product obsolescence?
Answer	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for Operations SPi for SE is December 31, 2016. As of this date all support activities for this version will cease, this includes: <ul style="list-style-type: none">• Security Rule updates• Product updates
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter, page 1, for key dates.
Question	What are my obsolescence options?
Answer	<p>You have the option to continue using Operations SPi for SE. HPE will stop providing support for Operations SPi for SE on December 31, 2016. You are encouraged to begin reviewing your business requirements for Operations SPi for SE. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.</p> <p>SE customers are encouraged to migrate from SE to SOM via the SE to SOM Migration Program. Once migrated to SOM, customers can take advantage of the SOM integration with Operations Bridge (OMi). Please contact your local HPE sales representative or your local HPE business partner for more information related to the SE to SOM migration program.</p>
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of Operations SPi for SE for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE may choose to offer defect fixes at a premium price, depending on available resources.

For more information on HPE Storage Operations Manager and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle

