HP Software Support Obsolescence Policy – Guidelines

Version 4.3

The Obsolescence Policy establishes HP's obligations to Customers with regard to mature and obsolete offerings. This policy reinforces HP's standardized obsolescence approach in order to properly set expectations with Customers. This policy applies to software, hardware, jointware and support offered by the HP Software & Solutions business unit.

Software Product Version Numbering

The version numbering scheme put forth by the product versioning policy is:
(Major) (Major). (Minor) (Minor). (Build) (Build) (Build)

Example: "07.11.001"
Where: Major release is 7, Minor release is 1, Minor Minor is 1 and Build is 1

Example	Release	Definition
07.00.000	Major	The Major field MUST be incremented whenever a component or product release is incompatible with the one before. The product / component responsible MAY increment the Major field to indicate Major enhancements even if the new version is compatible with the prior one. A Major release indicates Major new functionality or product structure changes. Media is distributed to install base customers on active support.
07.**1**0.000	Minor Release (1st digit)	The Minor field is used to distinguish multiple releases of a component / product with the same Major number. It is up to the component / product responsible to determine the specific Minor number for a new release A Minor release indicates functional enhancements to the product. The Minor release must be compatible with previous versions of the same Major release and thus needs to be superset of functionality; everything that breaks the superset-approach is considered to be a Major release Media is distributed to install base customers on active support This type of release does not require a re-install of the product, but can be 'overlaid' on top of existing installation.

07.1**1**.000	Minor Minor release (2nd digit)	"Minor Minor" release is for distributing Functional enhancements and cumulative bug fixes to customers on active support via download from the support website. Media is not distributed Media product number roll is NOT required for a Minor Minor release.
07.11.**001**	Bug Fixes	Bug Fixes available to customer on active support via download from support web site. New functionality is not allowed in this type of release.

Support Term

Latest two (2) versions: HP will provide Support for the current and previous Minor Versions of the current Major Version.

Last Minor version of the previous Major Version: HP will support the last Minor Version of the previous Major Version (N) for twenty-four (24) months from the date when the next Major Version (N+1) becomes generally available or the next Major Version (N+2) becomes generally available.

Exiting the business: If HP discontinues a product and no successor product is commercially available from HP as an update under Support, provided that Customer has paid all applicable Support fees, HP will provide support for twenty-four (24) months from the date of HP's notice of such product discontinuance.

Extensions to Support Term

HP reserves the option to offer an additional year of L1-L3 phone/web support (i.e. regular support with the exception of Level 4 [CPE or R&D/Lab] support) (Limited Support). Limited support is available for customers with an existing support contract and does not include hot-fixes or patches. Extension of Limited Support is at HP's sole discretion. As always, it is HP's intent to communicate such a change in support length with affected support customers in a timely manner.

Dependent Components

Dependent components means underlying operating systems, adjacent or integrated applications or software that is required to operate an HP Software & Solutions product offering.

Support for products (or versions of products) may run longer than support for Dependent Components. When this occurs, it is HP's intent to communicate with affected customers in a timely manner. There may be cases where HP does not receive notification of the end-of-support for Dependent Components in advance of the general public. If the developer of a Dependent Component stops providing full support (full support includes product updates, patches and defect fixes), support for the affected HP products with regard to the Dependent Components will immediately be limited to a) self-solve support available through Software Support Online and b) Telephone Support associated with questions concerning a product's functionality and interoperability in line with the HP product's original parameters and requirements at time of release. Product updates, patches and fixes for the product that relies on the Dependent Component will be limited to those already available and no additional updates, patches or fixes will be engineered.

To the extent the affected HP product operates or integrates with other Dependent Components that are still supported by its developers, support for such products as they relate to the supported Dependent Components will continue through the planned end of support date, if announced.

Implementation

Supported versions

a. Example 1: Latest two (2) Minor versions of the current Major version

HP provides support for the latest two (2) Minor versions of a goods offering.

Product Version	Supported?
6.3	**Supported**
6.2	**Supported**
6.1	Not Supported
6.0	Not Supported
5.8	Supported

b. Example 2: Last Minor version of a Major Version

HP provides 24 months of support for the last Minor Version of a Major Version.

Product Version	Supported?
6.3	Supported
6.2	Supported
6.1	Not Supported
6.0	Not Supported
5.8	**Supported**

c. Example 3: Exiting the business

HP provides twenty-four (24) months of support for a product that has no replacement.

Product Version	Supported?
6.3	**Supported**
6.2	Supported
6.1	Not Supported
6.0	Not Supported
5.8	Supported

Definitions

Support – HP Software & Solutions maintenance, training, installation and configuration, and other standard support services provided by HP.

Version – a release of Software that contains new features, enhancements, and/or maintenance updates, or for certain Software, a collection of revisions packaged into a single entity and, as such, made available by HP to its customers (also called a "Release"). Refer to the "Software Product Version Numbering" section above.

General Availability – the first date the specified Version of the product is available for production use by customers.

End-of-Support (EOS) – 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 Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

HP Software & Solutions Branded Software – means Software & Solutions Products and Support bearing a trademark or service mark of Hewlett-Packard Company or any Hewlett-Packard Company Affiliate, and embedded HP selected third party Software that is not offered under a third party license agreement.

Software – machine-readable instructions and data (and copies thereof) including middleware and firmware and related updates and upgrades, licensed materials, user documentation, user manuals, and operating procedures.

Obsolescence Guidelines

I. As new product versions are released, support for older product versions prior to the most recently released and immediately preceding versions will terminate. Customers with active support agreements will be notified in advance of the End-of-Support date to allow time for planning, testing and deployment of newer product versions. Should a customer choose to remain on said product/product version after the official End-of-Support date, all needed additional licenses, media and/or hardcopy manuals must be ordered before the End-of-Support date. The primary communication method will be through HP's Software Support Online (http://www.hp.com/go/hpsoftwaresupport), although HP may choose to notify customers of the appropriate contacts in writing or through electronic means.

II. Support for a specific product/product version will be provided until the published official End-of-Support date. As always, HP investigates all problems and issues reported for current product versions (last, and in most cases, immediately preceding releases). However, customers may be required to install the most recent software, fixes, patches, and/or service packs as part of the troubleshooting/issue resolution process. In all cases, the HP Software & Solutions Product Team (Lab) will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release; all requests for defect fixes, product enhancements, support for newly-released operating systems, and/or other adjacent/integrated application(s) or version(s).

HP Software Support

For additional information, visit the obsolescence page on SSO.

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