

HP Software Support Policy: Guidelines



Version 4.4



HP Software Support Policy establishes the company's obligations to customers with respect to mature and obsolete offerings. It reinforces the standardized obsolescence approach of HP in order to properly set expectations with the customers. The policy applies to the HP IT Performance Suite software, hardware, jointware, and support offered by the HP Software 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.

Some products follow the YYYY.MM version number scheme where YYYY represents the four-digit year and MM represents the two-digit month in which the product version was released.

Example: "2013.01," where: Year is 2013 and Month is 01. This means, the product was released in January 2013.

Example	Release	Definition
07.00.000	Major	<p>The field must be incremented whenever a component or product release is incompatible with the one before.</p> <p>The product or component responsible may increment the Major field to indicate big enhancements even if the new Version is compatible with the prior one.</p> <p>A Major release indicates new functionality or product structure changes.</p> <p>Media is distributed to install base customers on active support.</p>
07.10.000	Minor release (First digit)	<p>The field is used to distinguish multiple releases of a component or product with the same Major number. It is up to the component or product group to determine the specific number for a new release.</p> <p>A Minor release indicates functional enhancements to the product. The release must be compatible with previous Versions of the same Major release and thus needs to be a superset of functionality; everything that breaks the superset-approach is considered to be a Major release.</p> <p>Media is distributed to install base customers on active support.</p> <p>This type of release does not require a reinstallation of the HP Software product, but can be “overlaid” on top of the existing installation.</p>
07.11.000	Minor Minor release (Second digit)	<p>This 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 this release.</p>
07.11.001	Bug fixes	<p>Bug fixes are available to the customer on active support via download from the support website. New functionality is not allowed in this type of release.</p>

Support terms

Committed Support

HP provides full Support for all Major, Minor, and Year. Month releases of products listed [here](#). Full Support is available for a minimum of either four (4) years from the General Availability of a release or a minimum of three (3) years from the General Availability of a release as set forth in the preceding link. Product specific end dates for Committed Support are published on [SSQ](#).

Extended Support

HP offers a minimum of two (2) additional years of support for products that have reached end of their Committed Support life and for which a successor product or product Version is commercially available under Support. The [support data sheet](#) provides details regarding the delivery specifications during this period. Product specific end dates for Extended Support are published on [SSQ](#).

Discontinuation

If HP discontinues a product and no successor product is commercially available under Support, HP provides full support for a minimum of five (5) years from the product’s last generally available release date if: (a) you have paid all applicable Support fees to date and (b) you continue to pay all applicable Support fees.

This applies to the latest generally available release as of June 1, 2012, and all future releases, if any, of all HP Software products as listed [here](#). For: (a) all other releases of HP Software products listed in the above link and (b) all HP Software products not listed in the link:

HP provides support for the current and previous Minor Versions of the current Major Version. HP supports the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available, or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier. If HP discontinues a product and does not make another Minor Version commercially available as an Update, HP provides support for twenty-four (24) months from the date of the product discontinuance notice.

HP may discontinue specific Support offerings no longer generally offered by HP upon sixty (60) days’ notice.

Product Version	General Availability	End-of-Committed Support	End-of-Extended Support
6.3	Jun 1, 2015	May 31, 2019	May 31, 2021
6.2	Jan 1, 2015	Dec 31, 2018	Dec 31, 2020
6.1	Jun 1, 2014	May 31, 2018	May 31, 2020
6.0	Jan 1, 2014	Dec 31, 2017	Dec 31, 2019
5.8	Jan 1, 2013	Dec 31, 2016	Dec 31, 2018
2013.06	Jun 1, 2013	May 31, 2017	May 31, 2019
2013.01	Jan 1, 2013	Dec 31, 2016	Dec 31, 2018

Dependent Components and Third-Party Products



Dependent Components means the underlying operating systems, adjacent or integrated applications, or software that is required to operate an HP Branded Product offering. Examples include and are not limited to: Web browsers, databases, operating systems, runtime environments, and virtualization software.

Third-Party Products means non-embedded products that are developed by a third party and sold by HP Software as a result of the third-party's authorization to do so.

Support for HP Branded Products (or versions of products) may run longer than support for Dependent Components. The developer of a Third-Party Product may decide to discontinue support for that product or cancel the agreement with HP to sell or support the product before the HP Software Support term has expired. When this occurs, HP has to communicate with affected customers in a timely manner. There may be cases where HP does not receive any notification of the End-of-Support from the owning vendor for Dependent Components or Third-Party Products in advance of the general public. If the owning vendor of a Dependent Component or Third-Party Product stops providing enhancements, thereby limiting the support to defect fix support, support for the HP Branded Product with regard to the Dependent Component or Third-Party Product will be limited to defect fix support only.

If the developer of a Dependent Component or Third-Party Product stops providing defect fix support or cancels the agreement with HP to sell or support the product: (1) Support for the affected HP Branded Products with regard to the Dependent Components or the Third-Party Product will immediately be limited to a) self-solve support available through HP Software Support Online and b) telephone support associated with questions concerning a product's functionality and interoperability in line with the HP Branded or Third-Party Product's original parameters and requirements at the time of release; and (2) Product updates, patches, and fixes related to the Dependent Component for the HP Branded Product or the Third-Party Product are limited to those already available, and no additional updates, patches, or fixes are engineered.

To the extent the affected HP Branded Product operates or integrates with other Dependent Components that are still supported by its owning vendors, support for such HP Branded Products as they relate to the supported Dependent Components will continue through the planned HP Branded Product End-of-Support date.

Definitions

Support

HP Software maintenance, training, installation and configuration, and other standard support services provided by HP.

Version

A software release that contains new features, enhancements, 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.

General availability

The first date the specified Version of the product is available for production use by customers.

End-of-Support

The last date software maintenance, installation and configuration assistance, and other standard Support services can be accepted for the specified product release (as specified by Major and Minor Version numbering). End-of-Support also means the last date Software Change Requests (SCRs) can be accepted for a specified Version of a product. After the End-of-Support date, all SCRs will be planned for future Versions, as applicable. Current patches for the Version of the HP Software reaching End-of-Support will remain available for electronic download for a reasonable period of time.

HP Branded Products

Means Software 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, firmware, related updates, upgrades, licensed materials, user documentation, user manuals, and operating procedures.

Obsolescence guidelines

1. As new product versions are released, HP will publish the End-of-Support date for those versions on [HP Software Support Online](#). Customers can use this information to plan, test, and deploy newer product versions. Should a customer choose to remain on said product or product version after the official End-of-Support date, all needed additional licenses, media, and hardcopy manuals must be ordered before the End-of-Support date. The primary communication method will be through [HP Software Support Online](#), although HP may choose to notify customers in writing or through electronic means.
2. Support for a specific product or 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, or service packs as part of the troubleshooting and issue resolution process. In all cases, the HP Software 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 other adjacent or integrated application(s) or version(s).

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