



# Hewlett Packard Enterprise

January 15, 2016

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

Dear HPE Software Customer,

Hewlett Packard Enterprise (HPE) is announcing version obsolescence of HP Data Protector 7.0x, 8.0x & 8.1x effective as of the dates set forth below.

This letter is for HPE Data Protector Support customers worldwide, to inform you of our end of support plans.

## End of Sale / End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your HPE Data Protector products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Jul 01, 2015	Version obsolescence announced
Nov 01, 2015	End of Sale for HP Data Protector 7.0x & 8.0x (no longer orderable or available for purchase)
Jun 30, 2016	End of Product Support for HP Data Protector 7.0x & 8.0x
Jun 30, 2018	End of Self-Help Support for HP Data Protector 7.0x & 8.0x
Jun 01, 2016	End of Sale for HP Data Protector 8.1x (no longer orderable or available for purchase)
Jun 30, 2017	End of Product Support for HP Data Protector 8.1x
Jun 30, 2019	End of Self-Help Support for HP Data Protector 8.1x

Please note that all HPE Data Protector Customers with active support contracts are eligible to update to HPE Data Protector 9.0x. HPE Data Protector 9.0x contains the following enhancements to help you modernize your backup & recovery solution:

- VMware virtual machine Power-on and Live Migrate
- Automated pause and resume of backup jobs
- VMware cached single file recovery from 3PAR or Smart Cache

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For more information, go to [hpe.com/software](http://hpe.com/software)



- Accelerated VMware backup with 3PAR snapshot management
- 3PAR Remote Copy Support
- StoreOnce Catalyst over Fiber Channel and Federated Catalyst
- Data Domain appliance to appliance replication management
- Automated Replication Synchronization

While these HP Data Protector 7.0x, 8.0x & 8.1x versions may continue to meet your immediate needs, HPE recommends that all customers update to HPE Data Protector 9.0x.

Please refer to attached [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP Data Protector 7.0x, 8.0x & 8.1x 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 software business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE Service Agreement ID or HPE System Handle.

In addition, for technical assistance and information, please visit Software Support Online: [softwaresupport.hpe.com](http://softwaresupport.hpe.com)

HPE once again wishes to thank you for choosing HPE Data Protector. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HPE Software Services



## **APPENDIX A: Definitions**

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

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/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 Software 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 Software 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 Software 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-Support Date**

End-of-Support 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 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 HPE Software reaching EOS will remain available for electronic download for a reasonable period of time.

### **Self-Help Support**

Self-Help Support is an integral component of all HPE Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE



Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HPE Software 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 Software product/product versions 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 Software 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
TD586BA	HP Data Protector 7.0 English SW Media
TD586BAE	HP Data Protector 7.0 English SW E-Media
TD586BJ	HP Data Protec. 7.0 for Japan SW Media
TD586BJE	HP Data Protec. 7.0 for Japan SW E-Media
TD587BAE	HP DP Media Operations 7.0 SW E-Media
TD587BA	HP DP Media Operations 7.0 SW Media
TD586CA	HP Data Protector 8.0 English SW Media
TD586CAE	HP Data Protector 8.0 English SW E-Media
TD586CJ	HP Data Protector 8.0 Japanese SW Media
TD586CJE	HP Data Protector 8.0 Japan SW E-Media
TD586CS	HP Data Protector 8.0 Sim Chin SW Media
TD586CSE	HP Data Protector 8.0 Si Chin SW E-Media
TD586CF	HP Data Protector 8.0 French SW Media
TD586CFE	HP Data Protector 8.0 French SW E-Media
TD586DA	HP Data Protector 8.10 Eng SW Media
TD586DAE	HP Data Protector 8.10 Eng SW E-Media
TD586DJ	HP Data Prot 8.10 Japanese SW Media
TD586DJE	HP Data Prot 8.10 Japanese SW E-Media
TD586DS	HP Data Prot 8.10 S.Chinese SW Media
TD586DSE	HP Data Prot 8.10 S.Chinese SW E-Media
TD586DF	HP Data Prot 8.10 French SW Media
TD586DFE	HP Data Prot 8.10 French SW E-Media