



HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06

End of Sale Announcement

Frequently Asked Questions

On December 1, 2015, Hewlett Packard Enterprise announced the End of Sale for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06?
Answer	Effective December 1, 2015, HPE is announcing the End of Sale of HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06. Current Customers may continue to purchase additional licenses of HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 until December 20, 2015. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE discontinuing sales for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06?
Answer	The HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 includes a version of Business Objects from SAP. HPE's agreement with SAP to distribute this version of Business Objects has been terminated and so, we can no longer distribute the product media that contains this version of Business Objects beyond December 20, 2015. This is why HPE is discontinuing the sale for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06.
Question	What product numbers are affected by this obsolescence?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06?
Answer	As of December 20, 2015, HPE will remove the HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 and any prior version's media affected by this, from our download portals. If you need a copy of the HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 or prior version's media, please ensure that you download that prior to December 20, 2015.

Question	Can I still purchase additional licenses for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06? If yes, how?
Answer	You can continue to buy additional licenses for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 until further notice.
Question	Do I need to request new license keys when updating to HP Operations Bridge Suite 2015.12?
Answer	No, you don't need new license keys for HP Operations Bridge Suite 2015.12.
Question	What version of HP Operations Bridge Suite is currently available and what update plans do you have for the product, if any?
Answer	The latest version is HP Operations Bridge Suite 2015.12. Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
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)
Question	What are the hardware requirements to update to HP Operations Bridge Suite 2015.12?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
Question	Where can I find update information for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 support customers can download HP Operations Bridge Suite 2015.12 media via 'My Updates'.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HP Operations Bridge Suite 2015.12.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support dates for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 are: <ul style="list-style-type: none"> • HP Operations Bridge Suite 2014.10: November 30, 2018 • HP Operations Bridge Suite 2015.02: February 28, 2019 • HP Operations Bridge Suite 2015.06: June 30, 2019

This date was announced on [Software Support Online](#) on:

- HP Operations Bridge Suite 2014.10: November 18, 2014
- HP Operations Bridge Suite 2015.02: February 17, 2015
- HP Operations Bridge Suite 2015.06: June 07, 2015

As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

Question

What is the End of Extended Support date?

Answer

The End of Extended Support dates for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 are:

- HP Operations Bridge Suite 2014.10: November 30, 2020
- HP Operations Bridge Suite 2015.02: February 28, 2021
- HP Operations Bridge Suites 2015.06: June 30, 2021

This date was announced on [Software Support Online](#) on:

- HP Operations Bridge Suite 2014.10: November 18, 2014
- HP Operations Bridge Suite 2015.02: February 17, 2015
- HP Operations Bridge Suite 2015.06: June 07, 2015

During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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 discontinuance options?

Answer

You have the option to continue using HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06. HPE will stop providing committed support for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 on:

- HP Operations Bridge Suite 2014.10: November 30, 2018
- HP Operations Bridge Suite 2015.02: February 28, 2019
- HP Operations Bridge Suite 2015.06: June 30, 2019

Extended Support will continue to be available through:

- HP Operations Bridge Suite 2014.10: November 30, 2020
- HP Operations Bridge Suite 2015.02: February 28, 2021
- HP Operations Bridge Suite 2015.06: June 30, 2021

Self-Help Support with Rights to New Versions support will continue to be available through:

- HP Operations Bridge Suite 2014.10: November 30, 2024
- HP Operations Bridge Suite 2015.02: February 28, 2025
- HP Operations Bridge Suite 2015.06: June 30, 2025

You are encouraged to begin reviewing your business requirements for HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06. 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.

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 HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 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.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HPE to inform you about the availability of HP Operations Bridge Suite 2015.12 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I update from HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 to HP Operations Bridge Suite 2015.12, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time. HP Operations Bridge Suite 2015.12 will be made available later in December 2015.
Question	When I update from HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 to HP Operations Bridge Suite 2015.12, can I expect the same support pricing compared to HP Operations Bridge Suites 2014.10, 2015.02 & 2015.06 ?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me update?
Answer	Your local HPE sales representative or HPE business partner can help you get this information>>
Question	What educational/training packages are available for the HP Operations Bridge Suite 2015.12?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information. Americas - HPE Education AMS Asia Pacific - HPE Education AP Japan - HPE Education Japan Europe, Middle East and Africa - HPE Education EMEA

For more information on HP Operations Bridge Suite 2015.10 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

