

December 01, 2015

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

Dear Customer,

Hewlett Packard Enterprise is announcing End of Sale of HP Service Health Reporter 9.2x, 9.3x & 9.4x (SHR 9.x) and associated migration to HPE Operations Bridge Reporter 10.0x (OBR 10.0x) effective as of the date set forth below. HPE Operations Bridge Reporter is the new name for HP Service Health Reporter.

This letter is for SHR 9.x support customers worldwide, to inform you of our end of sale 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 SHR 9.x products.

SHR 9.x 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. As of December 20, 2015, HPE will remove the SHR 9.x and any prior version's media affected by this, from our download portals. If you need a copy of SHR 9.x or prior version's media, please ensure that you download that prior to December 20, 2015.

OBR 10.0x will be made available later in December 2015. The support timeline for SHR 9.x will not change and will continue as listed below. You can also continue to purchase additional licenses for these products until further notice.

Please read below for key timelines and support options that are now available to you:

DATE	PROGRAMACTIVITY
Dec 01, 2015	End of Sale customer announcement



Dec 19, 2015	Last day for downloading the media for older versions
Dec 20, 2015	End of Sale (no longer orderable or available for purchase)
Previously announced support timeline	
Nov 30, 2016	End of Committed Support for SHR 9.2x
Sep 30, 2017	End of Committed Support for SHR 9.3x
Jan 31, 2019	End of Committed Support for SHR 9.4x
Nov 30, 2018	End of Extended Support for SHR 9.2x
Sep 30, 2019	End of Extended Support for SHR 9.3x
Jan 31, 2021	End of Extended Support for SHR 9.4x
Nov 30, 2022	End of Self-Help Support with Rights to New Versions for SHR 9.2x
Sep 30, 2023	End of Self-Help Support with Rights to New Versions for SHR 9.3x
Jan 31, 2025	End of Self-Help Support with Rights to New Versions for SHR 9.4x

Please note that all SHR 9.x customers with active support contracts are eligible to update to OBR 10.0x, which will be made available later in December 2015.

While these SHR 9.x versions may continue to meet your immediate needs, HPE recommends that all customers update to OBR 10.0x.

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected SHR 9.x 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 business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support



Hewlett Packard Enterprise

HPE once again wishes to thank you for choosing SHR 9.x. We appreciate your business and look forward to continuing to serve your business needs in the future.

*Sincerely,
Hewlett Packard Enterprise*



Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/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 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 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 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 Committed Support Date

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

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version.



Extended Support is limited to:

- *Around the clock self-solve support*
- *Access to technical support engineers*

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

Self-Help Support with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE 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 product/product version 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 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
TD185CA	HP Svc Health Rep 9.20 Eng SW Media
TD185CAE	HP Svc Health Rep 9.20 Eng SW E-Media
TD185CD	HP Svc Health Rep 9.20 Grm SW Media
TD185CDE	HP Svc Health Rep 9.20 Grm SW E-Media
TD185CE	HP Svc Health Rep 9.20 Spa SW Media
TD185CEE	HP Svc Health Rep 9.20 Spa SW E-Media
TD185CF	HP Svc Health Rep 9.20 Fre SW Media
TD185CFE	HP Svc Health Rep 9.20 Fre SW E-Media
TD185CJ	HP Svc Health Rep 9.20 Jpn SW Media
TD185CJE	HP Svc Health Rep 9.20 Jpn SW E-Media
TD185CK	HP Svc Health Rep 9.20 Kor SW Media
TD185CKE	HP Svc Health Rep 9.20 Kor SW E-Media
TD185CS	HP Svc Health Rep 9.20 S.Ch SW Media
TD185CSE	HP Svc Health Rep 9.20 S.Ch SW E-Media
TD185CV	HP Svc Health Rep 9.20 Rus SW Media
TD185CVE	HP Svc Health Rep 9.20 Rus SW E-Media
TD185DA	HP SHR 9.30 Eng SW Media
TD185DAE	HP SHR 9.30 Eng SW E-Media
TD185DD	HP SHR 9.30 Grm SW Media
TD185DDE	HP SHR 9.30 Grm SW E-Media
TD185DE	HP SHR 9.30 Spa SW Media
TD185DEE	HP SHR 9.30 Spa SW E-Media
TD185DF	HP SHR 9.30 Fre SW Media
TD185DFE	HP SHR 9.30 Fre SW E-Media
TD185DJ	HP SHR 9.30 Jpn SW Media
TD185DJE	HP SHR 9.30 Jpn SW E-Media
TD185DK	HP SHR 9.30 Kor SW Media
TD185DKE	HP SHR 9.30 Kor SW E-Media
TD185DP	HP SHR 9.30 B.Prt SW Media
TD185DPE	HP SHR 9.30 B.Prt SW E-Media
TD185DS	HP SHR 9.30 S.Ch SW Media



TD185DSE	HP SHR 9.30 S.Ch SW E-Media
TD185DU	HP SHR 9.30 Dut SW Media
TD185DUE	HP SHR 9.30 Dut SW E-Media
TD185DV	HP SHR 9.30 Rus SW Media
TD185DVE	HP SHR 9.30 Rus SW E-Media
TD185DZ	HP SHR 9.30 Itl SW Media
TD185DZE	HP SHR 9.30 Itl SW E-Media
TD185EAE	HP Svc Health Rep 9.40 Eng SW E-Media
TD185EDE	HP Svc Health Rep 9.40 Grm SW E-Media
TD185EEE	HP Svc Health Rep 9.40 Spa SW E-Media
TD185EFE	HP Svc Health Rep 9.40 Fre SW E-Media
TD185EJE	HP Svc Health Rep 9.40 Jpn SW E-Media
TD185EKE	HP Svc Health Rep 9.40 Kor SW E-Media
TD185EPE	HP Svc Health Rep 9.40 B.Prt SW E-Media
TD185ESE	HP Svc Health Rep 9.40 S.Ch SW E-Media
TD185EUE	HP Svc Health Rep 9.40 Dut SW E-Media
TD185EVE	HP Svc Health Rep 9.40 Rus SW E-Media
TD185EZE	HP Svc Health Rep 9.40 Itl SW E-Media