



HP DRAGON Blue

Discontinuance Announcement

Frequently Asked Questions

On December 11, 2015, Hewlett Packard Enterprise (HPE) announced the discontinuance for HPE DRAGON Blue (all versions equal and minor 6.7).

This document provides answers to frequently asked questions regarding this announcement

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing DRAGON Blue?
Answer	Effective December 11, 2015, HPE is announcing the discontinuance DRAGON Blue
Question	Why is HPE discontinuing DRAGON Blue?
Answer	Dragon Blue product line is going under discontinuance due to the Qosmos DeepFlow OEM software end of life announcement.. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the product version obsolescence guidelines .
Question	What product numbers are affected by this obsolescence?
Answer	All Dragon Blue versions equal and minor 6.7 are affected. Following the product numbers details: HP DRAGON Blue Base + 1Pkg <20G/1G JJ837AAE HP DRAGON Blue 1 add Pkg <20G/1G JJ838AAE HP DRAGON Blue Base + Full <20G/1G JJ839AAE HP DRAGON Blue Base +1Pkg <300G/1G JJ840AAE HP DRAGON Blue 1 add Pkg <300G/1G JJ841AAE HP DRAGON Blue Base +Full <300G/1G JJ842AAE HP DRAGON Blue Base +1Pkg 300G+/1G JJ843AAE HP DRAGON Blue 1 add Pkg 300G+/1G JJ844AAE HP DRAGON Blue Base +Full 300G+/1G JJ845AAE

Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home</p> <p>Web Self Solve: hpe.com/software/support HPE Technical Support:</p> <p>hpe.com/software/support (click on Support Contact & Community <input type="checkbox"/> Contact Us <input type="checkbox"/> Phone)</p>
Question	Where can I find extended support or new Dragon Blue software migration information?
Answer	For further information details please go through your local HPE Sales Representative

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for Dragon Blue is March 31, 2018. As of this date all customer support activities for this version will cease,
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	<p>Customers have the option to continue using Dragon Blue. HPE will stop providing support for Dragon Blue (all versions equal and minor 6.7) on March 31, 2018. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining other options that meet your business needs.</p> <p>Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.</p>
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	If I am on a support contract, what will I be entitled to?
Answer	All current active support contracts are still within the End of Support milestone. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your update to be easy and successful.

For more information on DRAGON Blue 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



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