Hewlett Packard Enterprise

May 02, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing the product obsolescence of HP Network Security Processor (NSP) Ax160 'B' version appliances effective as of the date below.

This letter is for HP NSP Ax160 'B' version support customers worldwide to inform you of our end of support plans.

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 NSP Ax160 products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
May 02, 2016	Product obsolescence customer announcement
July 01, 2016	End of Sale: HP NSP Ax160 'B' appliances
June 30, 2021	End of Support: HP NSP Ax160 'B' appliances

While these HP NSP Ax160 'B' version appliances may continue to meet your immediate needs, HPE will offer the HPE Ax160 'D' version appliance if you choose to expand your environment. For additional information please reference the FAQ.

Please refer to **Appendix A** for definition of terms for product obsolescence and **Appendix B** for the list of affected HP NSP Ax160 'B' version appliances product numbers.

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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.

Should you have any technical questions about the upgrade please contact support.

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

HPE once again wishes to thank you for choosing HP NSP Ax160 ‘B’ version appliances. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

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Appendix A: Definitions

This product version obsolescence is covered by version 1.1 of the Release & Support policy for HPE Security products. 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-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 reaching EOS will remain available for electronic download for a reasonable period of time.

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Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
AJ556B	HP A8160 Network Security Processor
AJ557B	HP A8160V Network Security Processor
AJ558B	HP A9160 Network Security Processor
AJ559B	HP A9160V Network Security Processor
AJ560B	HP A10160 Network Security Processor
AJ561B	HP A10160V Network Security Processor

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