



**Hewlett Packard
Enterprise**

HP ESKM 3.0, 3.1, 4.0 Appliances Obsolescence Announcement

Frequently Asked Questions

On May 9, 2016 Hewlett Packard Enterprise (HPE) announced the End of Sale and Support dates for HP Enterprise Secure Key Manager (ESKM) 3.0, 3.1, and 4.0 appliances. This document provides answers to frequently asked questions regarding this announcement.

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting the ESKM 3.0, 3.1, and 4.0 appliances?
Answer	Effective July 1, 2016, HPE is obsoleting the ESKM 3.0, 3.1, and 4.0 appliances. Effective June 30, 2017, the 3.0 and 3.1 software will be end of support. Effective June 30, 2019, the appliances will be end of support.
Question	Why is HPE obsoleting the ESKM 3.0, 3.1, and 4.0 appliances?
Answer	Effective with the new release of HPE ESKM 5.0 appliances, HPE is announcing the obsolescence of the ESKM 3.0, 3.1, and 4.0 appliances and end of support of the ESKM 3.0 and 3.1 software.
Question	How does this impact my ability to purchase additional ESKM appliances or expand an existing cluster?
	ESKM 5.0 is a replacement appliance that is primarily a hardware refresh with options for expanding a cluster or creating a new one, depending on which existing appliance and software is in place: <ul style="list-style-type: none">• Expanding an existing 3.0 or 3.1 server cluster – New ESKM 3.0 and 3.1 appliances are available until July 1, 2016. After this time, the ESKM 5.0 appliance is the replacement. To run an ESKM 5.0 appliance with an existing 3.0 or 3.1 cluster requires purchasing the 3.x to 4.0 Upgrade Kit for each legacy appliance. The Upgrade Kit includes a free upgrade to 5.0 software.• Expanding an existing 4.0 server cluster – New ESKM 4.0 appliances are available until July 1, 2016. After this time, the ESKM 5.0 appliance is the replacement. To run an ESKM 5.0 appliance with an existing 4.0 cluster requires a free upgrade to 5.0 software for legacy appliances.
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 SKUs.
Question	How are upgrades to ESKM 5.0 software accomplished for 3.0, 3.1 and 4.0 appliances?
	There are two scenarios when upgrading to ESKM 5.0 software, depending on the existing appliances deployed: <ul style="list-style-type: none">• ESKM 4.x – An appliance migration from 4.x to 5.0 software will require a backup of the configuration and keys, along with a free installation of ESKM 5.0 software, prior to restoring the configuration and keys.• ESKM 3.0 or 3.1 – An appliance migration from 3.0 or 3.1 to ESKM 5.0 software will require purchasing the 3.x to 4.0 Upgrade Kit, backup of the configuration and keys, along with the free installation of ESKM 5.0 software, prior to restore. This approach can help extend a cluster during an ESKM 5.0 hardware transition.

Question	When upgrading a 3.0, 3.1 or 4.0 appliance using free ESKM 5.0 software, does this extend the support life of my existing appliance?
	The ESKM 5.0 release is not only a software update, but a hardware refresh also. Although appliances can be upgraded with ESKM 5.0 software and/or the 3.x to 4.0 Upgrade Kit, the underlying hardware does not change. 3.0-, 3.1- and 4.0-based appliances complete End of Support on June 30, 2019.
Question	Is the 3.x to 4.0 Upgrade Kit affected by the obsolescence of the 3.0, 3.1 or 4.0 appliances?
Answer	Upgrading of existing ESKM hardware should be considered a stop-gap for existing clusters during the transition to ESKM 5.0 appliances by extending the life of existing hardware before 3.0/3.1 support concludes.
Question	Are new software licenses required when upgrading to ESKM 5.0?
Answer	New license keys are not required; client licenses can be re-used when upgrading software on an existing appliance. However, previously issued licenses used on a new ESKM 5.0 installation may not work due to client authentication updates. Data Security Support should be contacted for assistance, if migration support is required to reissue licenses or to add additional client licenses, as needed.
Question	What options are available to answer additional questions with respect to this announcement?
Answer	For additional questions, please contact a local HPE sales representative or local HPE business partner: hpe.com/software/home HPE Data Security Atalla Support: hpe.com/software/support Click Support Contact & Community → Contact Us → Phone or Email datasecurity.atalla.support@hpe.com
Question	Where can I find replacement product information?
Answer	Further information can be found on Protect724 at https://protect724.hp.com , or through your local HPE Sales Representative or HPE Software Business Partner.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP ESKM 3.0 and 3.1 appliances and software is June 30 th 2017, and 4.0 appliances June 30 th 2019. As of these dates, customer support activities for these versions will cease, including telephone support and software updates.
Question	What is the software maintenance policy with the release of ESKM 5.0?
	With the release of the ESKM 5.0 software, the last “major minor” release (4.2) and current generation 5.0 software will be under maintenance for routine updates. With a free upgrade to 5.0 software from 4.x, we recommend all 4.x customers take advantage of the latest bug and vulnerability fixes, and feature updates.
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter, page 1, for key dates related to the appliance hardware. For customers who wish to prolong the use of appliances with 3.0/3.1 software, the 3.x to 4.0 Upgrade Kit is available until June 30, 2017, when support for the 3.x software concludes. Adopting the kit and running 4.2 or later software is a stop-gap option for business continuity while the transition to ESKM 5.0 occurs.
Question	If there is a defect with an ESKM version where no defect fixing is available under my support contract, is it possible to pay for a fix to be implemented upon request?
Answer	ESKM 5.0 is backwards compatible to legacy appliance features and functions, so the most cost-effective and fastest path to support resolution is typically to migrate data to a new, currently-supported, appliance. Running current firmware on a supported appliance is a best practice for addressing bug fixes and vulnerabilities, adopting new features, and better maintaining the assurance level of the hardware against risk of failure.
Question	When transitioning from a current ESKM environment to ESKM 5.0, will existing support contracts continue until they expire?
Answer	You may renew your support contract up until the End of Support termination date of June 30, 2019. If you are currently running a software version prior to ESKM 4.0, you will be required to migrate to 4.2 or later software for

	renewals after June 30, 2017. If you upgraded to ESKM 5.0 software by using the 3.x to 4.0 Upgrade Kit, the support contract will also expire as of June 30, 2019 for legacy hardware, regardless of when the upgrade kit was purchased.
Question	When transitioning to ESKM 5.0, does support pricing remain the same as a current contract?
Answer	Each product support price is determined independently. Please work with your HPE representative to review the difference in support pricing, if any.
Question	What migration services are available to help with ESKM 5.0 adoption?
Answer	An HPE Sales Representative or HPE Business Partner can assist with a professional services quote. HPE can help to assure a smooth transition with the assurance that data is migrated successfully and securely.
Question	What educational/training packages are available for ESKM 5.0?
Answer	Your local HPE Education Specialist can help to review what training packages are available for your organization. Please email us using the link below for identifying your local contact who can provide more information: HPE Security

For more information about ESKM 5.0 and HPE services, please 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

