



Hewlett Packard Enterprise

May 9, 2016

Addressee's Name

Addressee's Title

Company Name

Mailing Address

City, State ZIP

Dear Customer,

Hewlett Packard Enterprise is announcing the obsolescence of HP Enterprise Secure Key Manager (ESKM) 3.0, 3.1, and 4.0 appliances, 3.x to 4.0 upgrade kit, and end of support for the ESKM 3.0 and 3.1 software effective as of the dates below.

This letter is for HP ESKM 3.0, 3.1, and 4.0 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 ESKM products. Please read below for key timelines and support options that are now available to you:

| DATE | PROGRAM ACTIVITY |
|---------------|--|
| May 09, 2016 | Product obsolescence customer announcement |
| July 01, 2016 | End of Sale: HP ESKM 3.0, 3.1, & 4.0 appliances |
| June 30, 2017 | End of Support: HP ESKM 3.0 & 3.1 appliances* and 3.x software |
| July 01, 2017 | End of Sale: ESKM 3.x to 4.0 Upgrade Kit |
| June 30, 2019 | End of Support: HP ESKM 4.0 appliances and 3.x appliances upgraded to 4.0 and 4.x software |

*Upgrade of 3.x appliances to 4.0 software extends life of base hardware until 2019.

While these HP ESKM 3.0, 3.1, and 4.0 products may continue to meet your immediate needs, HPE recommends that all customers plan their transition to the HP ESKM 5.0 replacement product. For more information on planning options, please see the HP ESKM 3.0, 3.1, 4.0 Obsolescence Announcement FAQ.

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP ESKM 3.0, 3.1, and 4.0 product numbers.



**Hewlett Packard
Enterprise**

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 ESKM 3.0, 3.1, and 4.0. 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 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.



Appendix B: Affected Product SKUs

| SKU | PRODUCT DESCRIPTION |
|----------|---|
| AJ585A | HP ESKM 3.0 Single node |
| C8Z51AA | HP ESKM 3.1 Single Node Server |
| C8Z61AA | HP ESKM 4.0 Single Node Server |
| C8Z38AAE | HP ESKM 3.1 Per Appliance Upgr SW E-LTU |
| C8Z65AA | HP ESKM 3.x to 4.0 Upgrade Kit |
| C8Z66AA | HP ESKM v2.1 G7 to v3.0 Upgrade Server |
| C8Z67AA | HP ESKM v3.0 G8 to v3.1 Upgrade Server |
| C8Z68AA | HP ESKM v3.1 G8 to 4.0 Upgrade Server |
| C8Z69AA | HP ESKM v3.0 G8 to v4.0 Upgrade Server |
| C8Z70AA | HP ESKM 3.1 G8 Cluster to v4.0 Upgd Svr |