

July 20, 2016

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 Cloud Service Automation Foundation 3.2x & 4.0x effective as of the date set forth below.

This letter is for HP Cloud Service Automation Foundation 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 HP Cloud Service Automation Foundation products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Jul 20, 2016	End of Sale customer announcement
Oct 1, 2016	End of Sale (no longer orderable or available for purchase)
<b>Previously announced support timeline</b>	
Jun 30, 2016	End of Committed Support for HP Cloud Service Automation Foundation 3.2x
Jun 30, 2018	End of Extended Support for HP Cloud Service Automation Foundation 3.2x
Jun 30, 2022	End of Self-Help Support with Rights to New Versions for HP Cloud Service Automation Foundation 3.2x
Jan 31, 2017	End of Committed Support for HP Cloud Service Automation Foundation 4.0x
Jan 31, 2019	End of Extended Support for HP Cloud Service Automation Foundation 4.0x
Jan 31, 2023	End of Self-Help Support with Rights to New Versions for HP Cloud Service Automation Foundation 4.0x



Please note that all HP Cloud Service Automation Foundation customers with active support contracts are eligible to update to HP Cloud Service Automation Foundation 4.6x.

While these HP Cloud Service Automation Foundation 3.2x & 4.0x versions may continue to meet your immediate needs, HPE recommends that all customers update to HP Cloud Service Automation Foundation 4.6x.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Cloud Service Automation Foundation 3.2x & 4.0x 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](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing HP Cloud Service Automation Foundation 3.2x & 4.0x. 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](https://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
A8B29AAE	HP CSA FndSvr ToCSA OSI MigComp SW E-LTU
A8B30AAE	HP CSA FndUnlim toCSA1kOSI Migr SW E-LTU
TC094AA	HP CSA Foundation Svr SW LTU
TC094AAE	HP CSA Foundation Svr SW E-LTU
TC095DAE	HP CSA 3.20 Eng SW E-Media
TC095DDE	HP CSA 3.20 Grm SW E-Media
TC095DEE	HP CSA 3.20 Spa SW E-Media
TC095DFE	HP CSA 3.20 Fre SW E-Media
TC095DIE	HP CSA 3.20 Dan SW E-Media
TC095DJ	HP CSA 3.20 Jpn SW E-Media
TC095DJE	HP CSA 3.20 Jpn SW E-Media
TC095DKE	HP CSA 3.20 Kor SW E-Media
TC095DPE	HP CSA Found Svr 3.20 B.Prt SW E-Media
TC095DSE	HP CSA 3.20 S.Ch SW E-Media
TC095DUE	HP CSA 3.20 Dut SW E-Media
TC095DVE	HP CSA 3.20 Rus SW E-Media
TC095DZE	HP CSA 3.20 Itl SW E-Media
TC095EAE	HP CSA 4.00 Eng SW E-Media
TC095EDE	HP CSA 4.00 Grm SW E-Media
TC095EEE	HP CSA 4.00 Spa SW E-Media
TC095EFE	HP CSA 4.00 Fre SW E-Media
TC095EIE	HP CSA 4.00 Dan SW E-Media
TC095EJE	HP CSA 4.00 Jpn SW E-Media
TC095EKE	HP CSA 4.00 Kor SW E-Media
TC095EPE	HP CSA 4.00 B.Prt SW E-Media
TC095ESE	HP CSA 4.00 S.Ch SW E-Media
TC095EUE	HP CSA 4.00 Dut SW E-Media
TC095EVE	HP CSA 4.00 Rus SW E-Media



TC095EZE	HP CSA 4.00 Itl SW E-Media
TD986AAE	HP CSA Fnd Svr - 10PK Unlim Mig SW E-LTU
TD989AAE	HP CSA Fnd Entitlement SW E-LTU
TF205BAE	HP CSA DynWrkloadMgt 2.00 Eng SW E-Media