

August 30, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing feature obsolescence impacting HPE Network Automation (NA) customers effective as of the dates set forth below. Integration between NA and cisco.com for the purpose of software image management (SWIM) is no longer provided starting with the NA 10.20 release. While NA still supports device image upgrade functionality in general, the ability to receive upgrade recommendations and download images from cisco.com directly into NA is no longer included starting with NA 10.20. NA 10.10 and prior versions will continue to provide integration with cisco.com, however with limited support pursuant to HPE's Software Support Policy.

This letter is for NA support customers worldwide, to inform you of our feature obsolescence plans regarding integration with cisco.com and NA. This includes customers of HPE suites that include NA 10.10 or older, including Automated Network Management (ANM) 9.x, Data Center Automation (DCA) 2016.01, Cloud Orchestration Suite (COS) 2016.01, and Helion Cloud Suite (HCS) 2016.07.

Distribution and Support

HPE is committed to providing the highest level of customer care to you.

NA included a SWIM module from Cisco for the purpose of integration with cisco.com for Cisco image upgrade recommendations and direct image download into NA. HPE's agreement with Cisco to distribute this module is ending and so, HPE can no longer distribute it as part of NA. Starting with NA 10.20, this SWIM module is no longer part of the NA media or feature set. All older NA releases prior to NA 10.20 containing this Cisco module must be removed from HPE download portals by August 31, 2017. This is also true for suites including NA 10.10 or older, including ANM 9.x, DCA 2016.01, COS 2016.01, and HCS 2016.07. If you need a copy of NA media to update to newer versions of NA, please ensure that you download such media prior to August 31, 2017. Future NA releases and suites that include NA will not contain the Cisco SWIM module.



Due to the ending of the agreement with Cisco, support from Cisco for this module is also ending. While support for NA as a whole continues until the obsolescence of the related NA version, support for the Cisco SWIM related features in NA releases prior to NA 10.20 is now limited pursuant to HPE's Software Support Policy.

Please read below for key timelines:

DATE	PROGRAM ACTIVITY
Jul 26, 2016	Release of NA 10.20 without Cisco SWIM
Aug 30, 2016	Customer announcement regarding Cisco SWIM with NA and limited support
Aug 31, 2017	End of downloads of NA releases older than NA 10.20

Please refer to [Appendix A](#) for definition of terms for obsolescence, specifically regarding "Dependent Components and Third-Party Products."

Updates to NA 10.20 are supported directly from NA 10.0x and NA 10.1x. If you are running a version of NA older than NA 10.00, HPE recommends that you download newer NA media prior to August 31, 2017 and update to at least version 10.00 of NA. NA 10.0x and NA 10.1x can be updated directly to NA 10.20. NA 9.2x and older must first be updated to NA 10.00 or NA 10.10 before you can update to NA 10.20.

More information

Should you have any questions about this communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner.

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 Network Automation. 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 feature obsolescence is covered by version 5 of HPE's Software Support Policy. This policy may be found here: hpe.com/software/support-lifecycle. The relevant excerpt is below:

Dependent Components and Third-Party Products

Dependent Components means the underlying operating systems, adjacent or integrated applications, or software that is required to operate an HPE Branded Product offering. Examples include and are not limited to: Web browsers, databases, operating systems, runtime environments, and virtualization software.

Third-Party Products means non-embedded products that are developed by a third party and sold by HPE Software as a result of the third-party's authorization to do so.

Support for HPE Branded Products (or versions of products) may run longer than support for Dependent Components. The developer of a Third-Party Product may decide to discontinue support for that product or cancel the agreement with HPE to sell or support the product before the HPE Software Support term has expired. When this occurs, HPE has to communicate with affected customers in a timely manner. There may be cases where HPE does not receive any notification of the End-of-Support from the owning vendor for Dependent Components or Third-Party Products in advance of the general public. If the owning vendor of a Dependent Component or Third-Party Product stops providing enhancements, thereby limiting the support to defect fix support, support for the HPE Branded Product with regard to the Dependent Component or Third-Party Product will be limited to defect fix support only.

If the developer of a Dependent Component or Third-Party Product stops providing defect fix support or cancels the agreement with HPE to sell or support the product: (1) Support for the affected HPE Branded Products with regard to the Dependent Components or the Third-Party Product will immediately be limited to a) self-solve support available through HPE Software Support Online and b) telephone support associated with questions concerning a product's functionality and interoperability in line with the HPE Branded or Third-Party Product's original parameters and requirements at the time of release; and (2) Product updates, patches, and fixes related to the Dependent Component for the HPE Branded Product or the Third-Party Product are limited to those already available, and no additional updates, patches, or fixes are engineered.