



HP DRAGON Red

Discontinuance Announcement

Frequently Asked Questions

On September 30, 2016, Hewlett Packard Enterprise (HPE) announced the discontinuance for HPE DRAGON Red (version 6.6 and 6.7).

This document provides answers to frequently asked questions regarding this announcement

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing DRAGON Red?
Answer	Effective September 30, 2016, HPE is announcing the discontinuance DRAGON Red
Question	Why is HPE discontinuing DRAGON Red?
Answer	Dragon Red product line is going under discontinuance due to the Teradata (Rainstor) OEM software end of life announcement. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the product version obsolescence guidelines .
Question	What product numbers are affected by this obsolescence?
Answer	All Dragon Red versions 6.6 and 6.7 are affected. Following the product numbers details: JK311AAE HP DRAGON Red Base Pack E-LTU JK312AAE HP DRAGON Red 25TB Tier 1 E-LTU JK313AAE HP DRAGON Red 50TB Tier 2 E-LTU JK314AAE HP DRAGON Red 50TB Tier 3 E-LTU JK315AAE HP DRAGON Red 50TB Tier 4 E-LTU JK388AAE HP DRAGON Red Hadoop Base Pack E-LTU JK389AAE HP DRAGON Red Hadoop 25TB Tier 1 E-LTU JK390AAE HP DRAGON Red Hadoop 50TB Tier 2 E-LTU JK391AAE HP DRAGON Red Hadoop 50TB Tier 3 E-LTU JK392AAE HP DRAGON Red Hadoop 50TB Tier 4 E-LTU JK486AAE HP DRAGON Red Test Base Pack E-LTU JB391AFE HP DRAGON RED 6.6 E-Media JB391AGE HP DRAGON RED 6.7 E-Media JB391AF HP DRAGON RED 6.6 Media JB391AG HP DRAGON RED 6.7 Media

Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home</p> <p>Web Self Solve: hpe.com/software/support HPE Technical Support:</p> <p>hpe.com/software/support (click on Support Contact & Community <input type="checkbox"/> Contact Us <input type="checkbox"/> Phone)</p>
Question	Where can I find extended support or new Dragon Red software migration information?
Answer	For further information details please go through your local HPE Sales Representative

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for Dragon Red version 6.6 is October 31, 2018. The End of Support date for Dragon Red version 6.7 is February 28, 2019. As of this date all customer support activities for this version will cease,
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter, page 1, for key dates.
Question	What are my discontinuance options?
Answer	<p>Customers have the option to continue using Dragon Red. HPE will stop providing support for Dragon Red (all versions equal and minor 6.7) on February 28, 2019. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining other options that meet your business needs.</p> <p>Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.</p> <ul style="list-style-type: none"> – DRAGON RED project migration strategy will be based on offering to our customers a new Hadoop infrastructure to load the new incoming data while the data already loaded will be left on the current active Rainstor archive until the retention period will expire (not requiring in this case the data migration limiting the effort and the cost of the migration itself)
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	If I am on a support contract, what will I be entitled to?
Answer	All current active support contracts are still within the End of Support milestone. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your update to be easy and successful.

For more information on DRAGON Red and HPE services, 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



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