HPE Software Support Policy 5.1 - FAQ

New version of the policy to fully integrate Big Data Platform
and Information Management & Governance portfolios

Frequently Asked Questions

In November 2016, Hewlett Packard Enterprise announced the full integration of the Big Data Platform and Information Management & Governance portfolios into the standard obsolescence policy and processes, currently available for the IT Operations Management & Application Delivery Management portfolios.

The HPE Software Support Policy 5.1 fully introduces the concept of a time based obsolescence process for customers that have legacy Autonomy products deployed, improving your planning with clear visibility into the support time lines.

This document provides answers to frequently asked questions regarding this announcement.

Question	What are you announcing?
Answer	We are fully integrating the Big Data Platform and Information Management & Governance portfolios into the standard obsolescence policy and processes, currently available for the IT Operations Management & Application Delivery Management portfolios.
Question	What is changing?
Answer	Some of the Big Data Platform and Information Management & Governance products had a 3 year Committed Support time line, from the General Availability date of a product version. Followed by an additional 2 year Extended Support time line for products, for which a successor product or product version was commercially available under Support. An additional charge was levied for this service.
	With the full integration into the standard obsolescence policy and processes, the Committed Support time line continues to be available. During the Extended Support time line as well as the additional Self-Help Support with Rights To New Versions (RTNV) time line, no additional charge is levied. For a list of all product versions under the time based obsolescence process, please refer to the **HPE Software Product Support Duration for Time Based Obsolescence** table.

DATE	COMMITTED SUPPORT	EXTENDED SUPPORT	SELF-HELP SUPPORT WITH RIGHTS TO NEW VERSIONS
Prior to January 2017	3 years	2 years at an additional charge	Not available
As of January 2017	Minimum 3 years for product versions in the **HPE Software Product Support Duration for Time Based Obsolescence** table.	2 years at no additional charge	4 years at no additional charge

Many of the older releases of products (prior to the latest release around December 2016) were released prior to 2013. If we'd apply the time based obsolescence process to these older versions, their support would end in 2016. This would impact you because you may not have planned for such an update within such a short timeframe. This is the reason why we decided to use the version based obsolescence process for older releases so that we can plan and provide enough time for you to update once we formally announce the obsolescence.

Question	What is a time based obsolescence process?
Answer	Starting from the General Availability date of a product version, there will be a defined minimum period of Committed Support, followed by a period of Extended Support and a period of Self-Help Support with RTNV. As and when new versions of a product are released, HPE will publish the planned end of Committed Support, end of Extended Support and end of Self-Help Support with Rights to New Versions on **Software Support Online**.
Question	Please explain in simple terms, 'Committed Support', 'Extended Support', 'Self-Help Support with RTNV'.
Answer	Committed Support is the full support service for a product version, offering software maintenance, installation and configuration assistance, and other standard support services such as acceptance of Software Change Requests (SCRs).
	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 and access to technical support engineers, access to existing patches and hot-fixes created while the product version was in Committed Support.
	Self-Help Support with RTNV is an integral component of all software support contracts. Self-Help Support with RTNV consists of web-based access to the online support Knowledge Base, forums, existing patches, new versions or any replacement products.
	Please refer to the **HPE Enterprise Support Datasheet** for additional details.
Question	Why is this an improvement?
Answer	HPE is providing key benefits to you because of this change:

- **Easier upgrade planning** – You can clearly identify how long a particular version of a product will be subject to "Committed Support".
- **Flexibility & peace of mind from using a supported product** – If you cannot complete a product update within the Committed Support period, you may choose to update during the Extended Support or Self-Help Support with RTNV period.
- **Investment protection** – You can purchase Software products, with greater confidence, knowing they will be supported for at least five (5) years from the product's last generally available release date even if HPE discontinues a product.

In the previous situation, customers were frequently left confused about the remaining support life of a given version of a product. The time based obsolescence process allows anyone to identify when a specific product version was released and when support for that version is scheduled to end. This allows you to better plan product deployments and update activity – knowing precisely when Committed Support for a product version is scheduled to end.

Question	I recall reading about 'Business Exit' and 5 years. Please explain further?
Answer	There are circumstances under which HPE may determine it needs to exit a certain product field. If HPE decides to terminate a product and there is no replacement product from the Software portfolio, then HPE will commit to

	providing full Committed Support for 5 years from the General Availability date of the final version of that product release.
Question	Versions of products covered: Please confirm, is the policy only for new releases of products? If it includes existing versions of products, does that mean the current major or minor?
Answer	The latest version of the policy (version 5.1) is the one to be used for all versions of products. However, within that policy, there are two different types of treatment in terms of how the obsolescence time line is identified. For the latest product releases around December 2016 and all future releases, we will follow the time based obsolescence process. For the older product releases that are not covered by the above clause, we will continue to use the older version based obsolescence process – i.e., we will plan and announce the obsolescence based on the n-2 rule (latest two minor versions of current major and last minor of previous major supported). So, for example, if the latest version of a product is 5.4x and this version was released around December 2016, then 5.4x will follow the time based obsolescence process. Older releases (for e.g. 5.3x and prior versions) will follow the older version based obsolescence process (n-2 rule). By applying the version based obsolescence process, we can plan and provide enough time for you to update to newer versions.
Question	What product versions from the Big Data Platform and Information Management & Governance portfolios are now under the time based obsolescence process?
Answer	1. HPE Legal Hold 3.9x and future releases 2. HPE IDOL 11.2x and future releases 3. HPE KeyView 11.2x and future releases 4. HPE Structured Data Manager 7.4x and future releases 5. HPE ControlPoint 5.4x and future releases 6. HPE Storage Optimizer 5.4x and future releases 7. HPE Connected Backup 8.8.5x and future releases 8. HPE Virtual Machine Explorer 6.3x and future releases For a list of all product versions under the time based obsolescence process, please refer to the **HPE Software Product Support Duration for Time Based Obsolescence** table.
Question	Where can I locate the details of End Of Support for those product versions I have deployed today?
Answer	We have identified the latest release of the Big Data Platform and Information Management & Governance products, released around December 2016. For these product versions and all the future releases of these products, we have already published the planned end of support date on the **Obsolescence & Migration** pages on Software Support Online (SSO). Since the older versions are still governed by the version based obsolescence process, they will follow the process for version based obsolescence announcement – that is, once we plan the obsolescence time line, we will announce the obsolescence (via the **Obsolescence & Migration** pages on SSO and via HPE Alerts). By applying the version based obsolescence process, we can plan and provide enough time for you to update to newer versions. As an example, we have listed the release date and end of (Committed, Extended, Self-Help with RTNV) support dates for HPE Storage Optimizer version 5.4x. However, older versions (5.3x and prior versions) will not be listed there until we plan and announce the obsolescence for those versions. So, if you cannot find a specific version of a product listed on the **Obsolescence & Migration** pages on Software Support Online, it means that specific version still follows the version based process for obsolescence announcement and we have not yet announced the obsolescence for that version. The end of support date for that version will be published only after we formally announce the obsolescence. As another example, as of December 2016, the supported versions of HPE IDOL are 10.x, 11.0x, 11.1x & 11.2x. Since only the latest version follows the time based obsolescence process, for HPE IDOL, this is version 11.2x (11.20 was released in Nov 2016). So, this version and any new versions will follow the time based obsolescence process; we have published the End of Committed Support date for 11.2x (Nov 30, 2019 – 3 years from the release date) on the **Obsolescence & Migration** pages on Software Support Online. And as and when newer releases of HPE IDOL come out, we will publish the planned end of support dates. Now, HP IDOL 11.1x, 11.0x and 10.x are the older releases that still follow the version based obsolescence process. And at the time of writing this FAQ (December 2016), we have not announced the obsolescence and end of support dates for HP IDOL 11.1x, 11.0x and 10.x. So, you won't find the end of support information on SSO (although you can find this information for version 11.2x). The end of support dates for these older versions will be published when we formally announce the obsolescence for these versions. The decision to not include all versions in the time based obsolescence process was a conscious one. Many of the older releases of products (prior to the latest release around December 2016) were released prior to 2013. If we

	apply the time based obsolescence process to these older versions, their support would end in 2016. This would impact you because you may not have planned for such an update within such a short timeframe. This is the reason why we decided to use the version based obsolescence process for older releases so that we can plan and provide enough time for you to update once we formally announce the obsolescence.
Question	Why is it that I cannot find end of support information for a specific version of a product, but a newer version's end of support date is already published on **Obsolescence & Migration** pages on SSO?
Answer	Please refer to the answer for the previous question. The example provided would help understand why this is the case. If you still have questions regarding the specific product version you are interested in, please contact your HPE business partner or HPE support sales representative.
Question	Have details of these changes been included in the Software Enterprise Support datasheet?
Answer	Yes, a new version of the Software Enterprise Support Datasheet was published in November 2016 on Software Support Online at **https://www.hpe.com/h20195/V2/GetPDF.aspx/4AA4-4792ENW.pdf** .
Question	I have another question, not answered here. Who can help answer my question?
Answer	For additional questions, please contact you HPE business partner or HPE support sales representative.

For more information on 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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