



Hewlett Packard Enterprise

September 20, 2016

Dear HPE Multimedia Services Environment (MSE) Customer,

Thank you for your continued reliance on Hewlett Packard Enterprise as your software supplier. HPE is committed to evolve a portfolio of high quality, telecom grade products to our customers.

HPE is now announcing the discontinuance (end of sales) of HP Multimedia Services Environment (MSE) version 2.3 for new shipments. Last order date is **October 31, 2016**.

HP MSE 2.3 is replaced by the fully backward compatible release HPE MSE 2.4, which has been available since July 2016. Both versions are supported on RHEL6. HPE highly recommends that all customers upgrade to the latest HPE MSE 2.x release as soon as possible, to benefit from the best level of functionality and support. Please note that all MSE customers with active support contracts are eligible to upgrade to the same features and capacity on HPE MSE 2.4 at no additional license cost.

HPE will continue to support HP MSE 2.3 until **October 31, 2019**.

During this support period, replacement or upgrade of sub-components may be required to ensure full support. To ensure full platform software support, the corresponding Red Hat and third-party database support must also be maintained.

MSE base/session capacity upgrade orders for HP MSE 2.3 can still be placed until the end of support. Capacity upgrades do not change the end of support dates. Beyond these dates and under certain conditions, Extended Support for HP MSE 2.3 can also be purchased. Please contact HPE for more details.

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 software business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE Service Agreement ID or HPE System Handle.

In addition, for technical assistance and information, please visit Software Support Online:

<https://softwaresupport.hpe.com/>

HPE once again wishes to thank you for choosing HPE MSE. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

Alan SHERMAN
HPE Multimedia Services Environment Product Manager
HPE Communications and Media Solutions

Learn more at www.hpe.com/csp/netapps