

March 15, 2017

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

Dear Customer,

As part of the split of Hewlett Packard into HP Inc. and Hewlett Packard Enterprise in November 2015, we are not allowed to sell HP branded products anymore. Therefore, Hewlett Packard Enterprise is announcing the End of Sale of all HP branded versions of HP Cloud Service Automation Foundation (CSA) 4.1x, 4.2x, 4.5x, & 4.6x effective as of the date set forth below.

This letter is for HP Cloud Service Automation Foundation (CSA) 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.

Key program dates listed below for HP Cloud Service Automation Foundation (CSA) 4.1x, 4.2x, 4.5x, & 4.6x are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our **Software Support Policy**.

Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Mar 15, 2017	End of Sale Customer Announcement
Jun 1, 2017	End of Sale (no longer orderable or available for purchase)
Previously announced support timeline	
Jul 31, 2017	End of Committed Support for HP CSA 4.1x

Jul 31, 2019	End of Extended Support for HP CSA 4.1x
Jul 31, 2023	End of Self-Help Support with Rights to New Versions for HP CSA 4.1x
Dec 31, 2017	End of Committed Support for HP CSA 4.2x
Dec 31, 2019	End of Extended Support for HP CSA 4.2x
Dec 31, 2023	End of Self-Help Support with Rights to New Versions for HP CSA 4.2x
Jul 31, 2018	End of Committed Support for HP CSA 4.5x
Jul 31, 2020	End of Extended Support for HP CSA 4.5x
Jul 31, 2024	End of Self-Help Support with Rights to New Versions for HP CSA 4.5x
Jan 31, 2019	End of Committed Support for HP CSA 4.6x
Jan 31, 2021	End of Extended Support for HP CSA 4.6x
Jan 31, 2025	End of Self-Help Support with Rights to New Versions for HP CSA 4.6x

Please note that all HP Cloud Service Automation Foundation customers with active support contracts are eligible to update to HPE Cloud Service Automation Foundation 4.8x.

While these HP Cloud Service Automation Foundation 4.1x, 4.2x, 4.5x, & 4.6x versions may continue to meet your immediate needs, HPE recommends that all customers update to HPE Cloud Service Automation Foundation 4.8x.

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 4.1x, 4.2x, 4.5x, & 4.6x 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



Hewlett Packard Enterprise

HPE once again wishes to thank you for choosing HP Cloud Service Automation Foundation 4.1x, 4.2x, 4.5x, & 4.6x. 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

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
TC095FAE	HP CSA 4.10 Eng SW E-Media
TC095FDE	HP CSA 4.10 Grm SW E-Media
TC095FEE	HP CSA 4.10 Spa SW E-Media
TC095FFE	HP CSA 4.10 Fre SW E-Media
TC095FGE	HP CSA 4.10 Hebrew SW E-Media
TC095FIE	HP CSA 4.10 Dan SW E-Media
TC095FJE	HP CSA 4.10 Jpn SW E-Media
TC095FKE	HP CSA 4.10 Kor SW E-Media
TC095FPE	HP CSA 4.10 B.Prt SW E-Media
TC095FSE	HP CSA 4.10 S.Ch SW E-Media
TC095FUE	HP CSA 4.10 Dut SW E-Media
TC095FVE	HP CSA 4.10 Rus SW E-Media
TC095FWE	HP CSA 4.10 Arabic SW E-Media
TC095FZE	HP CSA 4.10 Itl SW E-Media
TC095GAE	HP CSA Found Svr 4.20 Eng SW E-Media
TC095GDE	HP CSA Found Svr 4.20 Grm SW E-Media
TC095GEE	HP CSA Found Svr 4.20 Spa SW E-Media
TC095GFE	HP CSA Found Svr 4.20 Fre SW E-Media
TC095GGE	HP CSA Found Svr 4.20 Hebr SW E-Media
TC095GIE	HP CSA Found Svr 4.20 Dan SW E-Media
TC095GJE	HP CSA Found Svr 4.20 Jpn SW E-Media
TC095GKE	HP CSA Found Svr 4.20 Kor SW E-Media
TC095GPE	HP CSA Found Svr 4.20 B.Prt SW E-Media
TC095GSE	HP CSA Found Svr 4.20 S.Ch SW E-Media
TC095GUE	HP CSA Found Svr 4.20 Dut SW E-Media
TC095GVE	HP CSA Found Svr 4.20 Rus SW E-Media
TC095GWE	HP CSA Found Svr 4.20 Arab SW E-Media
TC095GZE	HP CSA Found Svr 4.20 Itl SW E-Media



TC095HEE	HP CSA Found Svr 4.50 Spa SW E-Media
TC095HSE	HP CSA Found Svr 4.50 S.Ch SW E-Media
TC095HVE	HP CSA Found Svr 4.50 Rus SW E-Media
TC095HKE	HP CSA Found Svr 4.50 Kor SW E-Media
TC095HJE	HP CSA Found Svr 4.50 Jpn SW E-Media
TC095HZE	HP CSA Found Svr 4.50 Itl SW E-Media
TC095HGE	HP CSA Found Svr 4.50 Hebr SW E-Media
TC095HDE	HP CSA Found Svr 4.50 Grm SW E-Media
TC095HFE	HP CSA Found Svr 4.50 Fre SW E-Media
TC095HAE	HP CSA Found Svr 4.50 Eng SW E-Media
TC095HUE	HP CSA Found Svr 4.50 Dut SW E-Media
TC095HIE	HP CSA Found Svr 4.50 Dan SW E-Media
TC095HPE	HP CSA Found Svr 4.50 B.Prt SW E-Media
TC095HWE	HP CSA Found Svr 4.50 Arab SW E-Media
TC095IEE	HP CSA Found Svr 4.60 Spa SW E-Media
TC095ISE	HP CSA Found Svr 4.60 S.Ch SW E-Media
TC095IVE	HP CSA Found Svr 4.60 Rus SW E-Media
TC095IKE	HP CSA Found Svr 4.60 Kor SW E-Media
TC095IJE	HP CSA Found Svr 4.60 Jpn SW E-Media
TC095IZE	HP CSA Found Svr 4.60 Itl SW E-Media
TC095IGE	HP CSA Found Svr 4.60 Hebr SW E-Media
TC095IDE	HP CSA Found Svr 4.60 Grm SW E-Media
TC095IFE	HP CSA Found Svr 4.60 Fre SW E-Media
TC095IAE	HP CSA Found Svr 4.60 Eng SW E-Media
TC095IUE	HP CSA Found Svr 4.60 Dut SW E-Media
TC095IIE	HP CSA Found Svr 4.60 Dan SW E-Media
TC095IPE	HP CSA Found Svr 4.60 B.Prt SW E-Media
TC095IWE	HP CSA Found Svr 4.60 Arab SW E-Media