



HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions

End of Sale Announcement

Frequently Asked Questions

On March 1, 2017, Hewlett Packard Enterprise announced the End of Sale for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions. We have also confirmed the End of Committed Support and End of Extended Support dates.

End of support dates listed below for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions are based on the archived HPE time based support policy, where these products had a 3 year Committed Support time-line and a 2 year Extended Support time-line. HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x are under the standard HPE time based support process, which means there is an additional 4 year time-line for Self-Help Support with Rights To New Versions. 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](#).

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

PRODUCT RELATED QUESTIONS

Question	When is HPE ending sales for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions?
Answer	Effective March 1, 2017, HPE is announcing the End of Sale of HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions. Current Customers may continue to purchase additional licenses of HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions until May 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE ending sales for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions?
Answer	<p>Starting November 2016, HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x are under the standard time based obsolescence process. We are now announcing the obsolescence of the older versions of HP Storage Optimizer and HP ControlPoint. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the Software Support Policy guidelines.</p> <p>In addition, 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, we are announcing the End of Sale of all HP branded versions of Storage Optimizer and ControlPoint. Customers with active support contracts can update to the latest 5.4x version of HPE Storage Optimizer and HPE ControlPoint.</p>

Question	What product numbers are affected by this End of Sales?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions?
Answer	HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions will continue to be available for purchase to current support customers through May 1, 2017. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	Do I need to request new license keys when updating to HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x?
Answer	No, you don't need new license keys for HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x.
Question	What version of HPE Storage Optimizer and HPE ControlPoint is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 5.4x. Please check hpe.com/software/home or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
Question	Who can I contact if I have more questions with regards to this product obsolescence?
Answer	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)
Question	What are the hardware requirements to update to HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
Question	Where can I find update information for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Storage Optimizer 5.3x & prior versions support customer can download HPE Storage Optimizer 5.4x at Hewlett Packard Enterprise Software Licenses and Downloads Portal . All HP ControlPoint 5.3x & prior versions support customers can download HPE ControlPoint 5.4x media at the legacy Autonomy Download Center .
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support dates are:

Aug 31, 2018	End of Committed Support for HP Storage Optimizer 4.6x
Sep 30, 2018	End of Committed Support for HP Storage Optimizer 5.0x
Nov 30, 2018	End of Committed Support for HP Storage Optimizer 5.1x
Feb 28, 2019	End of Committed Support for HP Storage Optimizer 5.2x
Jun 30, 2019	End of Committed Support for HP Storage Optimizer 5.3x
Dec 31, 2017	End of Committed Support for HP ControlPoint 4.4x & prior versions
Mar 31, 2018	End of Committed Support for HP ControlPoint 4.5x
Jun 30, 2018	End of Committed Support for HP ControlPoint 4.6x
Nov 30, 2018	End of Committed Support for HP HP ControlPoint 5.1x
Mar 31, 2019	End of Committed Support for HP ControlPoint 5.2x
Jul 31, 2019	End of Committed Support for HP ControlPoint 5.3x

As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

Question What is the End of Extended Support date?

Answer The End of Extended Support date are

Aug 31, 2020	End of Extended Support for HP Storage Optimizer 4.6x
Sep 30, 2020	End of Extended Support for HP Storage Optimizer 5.0x
Nov 30, 2020	End of Extended Support for HP Storage Optimizer 5.1x
Feb 28, 2021	End of Extended Support for HP Storage Optimizer 5.2x
Jun 30, 2021	End of Extended Support for HP Storage Optimizer 5.3x
Dec 31, 2019	End of Extended Support for HP ControlPoint 4.4x & prior versions
Mar 31, 2020	End of Extended Support for HP ControlPoint 4.5x
Jun 30, 2020	End of Extended Support for HP ControlPoint 4.6x
Nov 30, 2020	End of Extended Support for HP HP ControlPoint 5.1x
Mar 31, 2021	End of Extended Support for HP ControlPoint 5.2x
Jul 31, 2021	End of Extended Support for HP ControlPoint 5.3x

During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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 obsolescence options?

Answer You have the option to continue using HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions. HPE will stop providing committed support for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions per the dates listed above. Extended Support will continue to be available per the dates listed above. You are encouraged to begin reviewing your business requirements for HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.

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 Should there be a defect with a version of HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HPE may choose to offer defect fixes at a premium price, depending on available resources.

Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HPE to inform you about the availability of HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I update from HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions to HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions to HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x, can I expect the same support pricing compared to HP Storage Optimizer 5.3x & prior versions and HP ControlPoint 5.3x & prior versions?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me update?
Answer	Your local HPE sales representative or HPE business partner can help you get this information>>
Question	What educational/training packages are available for the HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information :

HPE Information Management

For more information on HPE Storage Optimizer 5.4x and HPE ControlPoint 5.4x 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

