



April 1, 2017

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

Dear Customer,

In November 2016, Hewlett Packard Enterprise has announced full integration of the Big Data Platform and Information Management & Governance portfolios into the standard time based obsolescence policy.

With this communication, we are now confirming the end of support dates for HPE KeyView versions, to provide maximum clarity to you.

This letter is for HPE KeyView support customers worldwide, to inform you of the end of support dates for the HPE KeyView versions.

## **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 HPE KeyView products.

End of support dates listed below for HPE KeyView 10.14x – 10.25x and 11.0x & 11.1x are based on the archived HPE time based support policy, where HPE KeyView products had a 3 year Committed Support time-line and a 2 year Extended Support time-line. HPE KeyView 11.2x is 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](#).

Please read below for the end of support time lines for HPE KeyView and support options that are available to you:

KEYVIEW VERSION	AVAILABILITY DATE	END OF COMMITTED SUPPORT	END OF EXTENDED SUPPORT	END OF SELF-HELP SUPPORT WITH RIGHTS TO NEW VERSIONS
HP KeyView 10.14x	Dec 2011	Dec 31, 2014	Dec 31, 2016	N/A
HP KeyView 10.15x	Mar 2012	Mar 31, 2015	Mar 31, 2017	N/A
HP KeyView 10.16x	Sep 2012	Sep 30, 2015	Sep 30, 2017	N/A
HP KeyView 10.17x	Nov 2012	Nov 30, 2015	Nov 30, 2017	N/A
HP KeyView 10.18x	Apr 2013	Apr 30, 2016	Apr 30, 2018	N/A
HP KeyView 10.19x	Jul 2013	Jul 31, 2016	Jul 31, 2018	N/A
HP KeyView 10.20x	Nov 2013	Nov 30, 2016	Nov 30, 2018	N/A
HP KeyView 10.21x	Apr 2014	Apr 30, 2017	Apr 30, 2019	N/A
HP KeyView 10.22x	Dec 2014	Dec 31, 2017	Dec 31, 2019	N/A
HP KeyView 10.23x	Mar 2015	Mar 31, 2018	Mar 31, 2020	N/A
HP KeyView 10.24x	Jun 2015	Jun 30, 2018	Jun 30, 2020	N/A
HP KeyView 10.25x	Dec 2015	Dec 31, 2018	Dec 31, 2020	N/A
HP KEYVIEW 11.0x	Mar 2016	Mar 31, 2019	Mar 31, 2021	N/A
HP KEYVIEW 11.1x	Jul 2016	July 31, 2019	Jul 31, 2021	N/A



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HPE	Nov 2016	Nov 30, 2019	Nov 30, 2021	Nov 30,
KEYVIEW				2025
11.2x				

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Please refer to [Appendix A](#) for definition of terms.

### **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](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing HPE KEYVIEW. 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](https://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.