Hewlett Packard Enterprise

December 1, 2016

Connected Backup End of Life Notice: Legacy Licensed Data Centers and Agents

Dear Valued Customer,

Effective December 1, 2017, HPE will **no longer support Legacy Agents and Data Centers**, defined as (1) all Agent versions lower than 8.6.3.9 of HPE's Connected Backup Agent and (2) all Data Center versions lower than 8.8.5 of HPE's Connected Backup Data Center.

We strongly recommend that you upgrade all Legacy Agents to 8.6.3.9 or later and Data Centers to version 8.8.5 or later immediately. There is risk associated with not complying with this upgrade including, but not limited to:

- The Connected Support team will request that any Legacy Agent and Data Center be upgraded to a supported version prior to troubleshooting an issue.
- Any release made available after December 1, 2017 will not be tested against Legacy Agents or Legacy Data Centers.
- The Legacy Agents discussed in this document will continue to operate and function in an unsupported fashion.

Note the most recent version of the Connected Backup products are the 8.8.5 Data Center and 8.8.5.1a Agent.

There are many benefits to moving to 8.8 including, but not limited to:
- Improved Compaction cycle
- Security vulnerabilities corrected
- EMO enhancements
- Java free agent
- New upgraded UI

What do I need to do?

How to Determine Your Data Center Version

To determine the version of your Data Center, complete the following steps:

1. Start the Data Center Management Console (DCMC), and then in the left pane, expand your Data Center.
2. In the left pane, select **BackupServer**.
3. In the right pane, examine the **Product Version**.

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If the version of the service starts with a 6, 7 or 8.6.3, you are running a Legacy Data Center, and you need to upgrade your Data Center Servers and Agents to version 8.8.5 or later.

For more information about upgrading your Data Center to version 8.8.5, see the *Upgrading the Data Center* guide on the Customer Support Site. This guide can be found at the following link:

http://h30359.www3.hpe.com/online_help/Autonomy%20Digital/Connected%20Backup/Connected%20Backup/8.8.5/Guides/pdf/English/ConnectedBackup_8.8.5_Upgrade_en.pdf

If you are running a 32 bit pre 8.8 Data Center you will need to start with this guide with instructions on migrating to a 64 bit architecture:

http://h30359.www3.hpe.com/online_help/Autonomy%20Digital/Connected%20Backup/Connected%20Backup/8.8.0/Guides/pdf/English/ConnectedBackup_8.8_Upgrade_rev3_en.pdf

How to Determine Your Installed Agent Versions on Version 8.x Data Centers

On a version 8.x Data Center, to determine if you have any Legacy Agents in use, complete the following steps.

1. Log in to the Support Center using a technician ID that has the **Run Reports** permission.
2. Create a custom report using the following fields within Support Center:
   a. Account Name, Status, Software Version and Assigned Configuration.

The report displays every account in a community, including the version of the currently installed Agents.

If you identify accounts that use a Legacy Agent, upgrade these Agents to the latest supported Agent version 8.6.3.9 or later, based on your Data Center version. For information about how to upgrade your Agents, select from the following guide for the Agent version you are moving your users to:

Version	Link
8.6.3	http://h30359.www3.hpe.com/online_help/Autonomy%20Digital/Connected%20Backup/Connected%20Backup/8.6.3/Guides/pdf/English/ConnectedBackup_8.6.3_InstallPCAgent_en.pdf
8.8.5	http://h30359.www3.hpe.com/online_help/Autonomy%20Digital/Connected%20Backup/Connected%20Backup/8.8.5/Guides/pdf/English/ConnectedBackup_8.8.5_InstallPCAgent_en.pdf

To ensure that you can continue to receive support for all of your installed Agents, we strongly recommend that you upgrade all of your Agents to Connected Backup version 8.6.3.9 or later.

To ensure that you can continue to receive support for all of your installed Data Centers, we strongly recommend that you upgrade all of your Data Centers to Connected Backup version 8.8.5.

There will be no new software changes to the Legacy Agent or Legacy Data Center versions.
To have HPE upgrade your Data Center or Agents for you, please contact your HPE Account Representative or Support Representative to discuss pricing and options.

If you require the use of a Legacy Product due to your use of customized applications or scripts, including integration into a separate product or process, please contact your HPE Account or Support Representative to discuss ways in which a version 8.6.3.9 or later Connected Backup product can meet your needs.

Who can answer my questions?

We are glad to speak with you and answer any questions that you might have regarding this notification. If you have any questions, concerns, or would like to provide feedback, please contact Support using one of the following methods:

- Web
  - *SoftwareSupport.hpe.com*

- Phone
  - 1-800-633-3600
  - 1-855-288-6778
  - +49 6917 077 64 62

We appreciate your patience and apologize for any inconvenience.