



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 Connected Backupm 8.8.4x & prior versions, to provide maximum clarity to you.

This letter is for HPE Connected Backup support customers worldwide, to inform you of the end of support dates for the HPE Connected Backup 8.8.4x & prior versions.

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 Connected Backup products.

End of support dates listed below for HPE Connected Backup 8.8.4x & prior versions are based on the archived HPE time based support policy, where HPE Connected Backup products had a 3 year Committed Support time-line and a 2 year Extended Support time-line. HPE Connected Backup 8.8.5x is the first version of this product 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 key timelines and support options that are now available to you:



DATE	PROGRAM ACTIVITY
Nov 30, 2017	End of Committed Support for HPE Connected Backup Data Center 8.8.4x & prior versions
Nov 30, 2019	End of Extended Support for HPE Connected Backup Data Center 8.8.4x & prior versions
Nov 30, 2017	End of Committed Support for HPE Connected Backup Agents 8.6.3.8x & prior versions
Nov 30, 2019	End of Extended Support for HPE Connected Backup Agents 8.6.3.8x & prior versions
Jul 31, 2018	End of Committed Support for HPE Connected Backup Agents 8.6.3.9x
Jul 31, 2020	End of Extended Support for HPE Connected Backup Agents 8.6.3.9x
Dec 31, 2018	End of Committed Support for HPE Connected Backup Agents 8.6.3.10x
Dec 31, 2020	End of Extended Support for HPE Connected Backup Agents 8.6.3.10x

Please note that all HPE Connected Backup customers with active support contracts are eligible to update to HPE Connected Backup 8.8.6x.

While these HPE Connected Backup 8.8.4x & prior versions may continue to meet your immediate needs, HPE recommends that all customers update to HPE Connected Backup 8.8.6x.

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

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



Hewlett Packard
Enterprise

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.