



Jun 14, 2017

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

Dear Customer,

Hewlett Packard Enterprise is announcing the product obsolescence for HPE Storage Operations Manager effective as of the date set forth below.

This letter is for HPE Storage Operations Manager 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 HPE Storage Operations Manager products.

Key program dates listed below for HPE Storage Operations Manager 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:

<b>DATE</b>	<b>PROGRAM ACTIVITY</b>
Jun 14, 2017	Product obsolescence customer announcement
Sep 1, 2018	End of Sale (no longer orderable or available for purchase)
Aug 31, 2021	End of Support for HPE Storage Operations Manager

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HPE Storage Operations Manager 10.0x, 10.1x & 10.2x 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](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing HPE Storage Operations Manager. 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](http://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 Support Date**

End of Support 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). End of Support also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. Current patches for the version of the product reaching End of Support will remain available for electronic download for a reasonable period of time.

### **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
M4K53PAE	HP SOM PE 25 MAP/to3k SP PPU E-LTU
M4K54PAE	HP SOM PE 25 MAP/3k-10k SP PPU E-LTU
M4K55PAE	HP SOM PE 25 MAP/10K+ SP PPU E-LTU
M4K56PAE	HP SOM UltP 25 MAP/to3k SP PPU E-LTU
M4K57PAE	HP SOM UltP 25MAP/3k-10k SP PPU E-LTU
M4K58PAE	HP SOM UltP 25 MAP/10K+ SP PPU E-LTU
M4K53TAE	HP SOM PE 25 MAP/to3k SPSU3Y AB E-LTU
M4K53VAE	HP SOM PE 25 MAP/to3k SPMU3Y AB E-LTU
M4K54TAE	HP SOM PE 25 MAP/3k-10k SPSU3Y AB E-LTU
M4K54VAE	HP SOM PE 25 MAP/3k-10k SPMU3Y AB E-LTU
M4K55TAE	HP SOM PE 25 MAP/10K+ SPSU3Y AB E-LTU
M4K55VAE	HP SOM PE 25 MAP/10K+ SPMU3Y AB E-LTU
M4K56TAE	HP SOM UltP 25 MAP/to3k SPSU3Y AB E-LTU
M4K56VAE	HP SOM UltP 25 MAP/to3k SPMU3Y AB E-LTU
M4K57TAE	HP SOM UltP 25MAP/3k-10k SPSU3Y AB E-LTU
M4K57VAE	HP SOM UltP 25MAP/3k-10k SPMU3Y AB E-LTU



M4K58TAE	HP SOM UltP 25 MAP/10K+ SPSU3Y AB E-LTU
M4K58VAE	HP SOM UltP 25 MAP/10K+ SPMU3Y AB E-LTU
M4K53QAE	HP SOM PE 25 MAP/to3k SPMU1Y E-LTU
M4K53SAE	HP SOM PE 25 MAP/to3k SPSU1Y E-LTU
M4K54QAE	HP SOM PE 25 MAP/3k-10k SPMU1Y E-LTU
M4K54SAE	HP SOM PE 25 MAP/3k-10k SPSU1Y E-LTU
M4K55QAE	HP SOM PE 25 MAP/10K+ SPMU1Y E-LTU
M4K55SAE	HP SOM PE 25 MAP/10K+ SPSU1Y E-LTU
M4K56QAE	HP SOM UltP 25 MAP/to3k SPMU1Y E-LTU
M4K56SAE	HP SOM UltP 25 MAP/to3k SPSU1Y E-LTU
M4K57QAE	HP SOM UltP 25MAP/3k-10k SPMU1Y E-LTU
M4K57SAE	HP SOM UltP 25MAP/3k-10k SPSU1Y E-LTU
M4K58QAE	HP SOM UltP 25 MAP/10K+ SPMU1Y E-LTU
M4K58SAE	HP SOM UltP 25 MAP/10K+ SPSU1Y E-LTU
M2Z83AAE	HP SOM 10.00 SW E-Media
M2Z83AJE	HP SOM 10.00 Jpn SW E-Media
M2Z83ASE	HP SOM 10.00 S. Ch SW E-Media
M2Z83AVE	HP SOM 10.00 Rus SW E-Media
M2Z83BAE	HP SOM 10.10 Eng SW E-Media
M2Z83BJE	HP SOM 10.10 Jpn SW E-Media
M2Z83BSE	HP SOM 10.10 S.Ch SW E-Media
M2Z83BVE	HP SOM 10.10 Rus SW E-Media
M2Z83CAE	HPE SOM 10.20 Eng SW E-Media
M2Z83CJE	HPE SOM 10.20 Jpn SW E-Media
M2Z83CSE	HPE SOM 10.20 S.Ch SW E-Media
M2Z83CVE	HPE SOM 10.20 Rus SW E-Media
M2Z84AAE	HPE SOM Premium 25 MAP/to3k SW E-LTU
M2Z85AAE	HPE SOM Premium 25 MAP/3k-10k SW E-LTU
M2Z86AAE	HPE SOM Premium 25 MAP/10K+ SW E-LTU
M2Z87AAE	HPE SOM Ult Perf 25 MAP/to3k SW E-LTU
M2Z88AAE	HPE SOM Ult Perf 25 MAP/3k-10k SW E-LTU
M2Z89AAE	HPE SOM Ult Perf 25 MAP/10K+ SW E-LTU
M2Z90AAE	HPE SOM P2UP 25 Map/to3k Upg SW E-LTU



M2Z91AAE	HPE SOM P2UP 25 Map/3k-10k Upg SW E-LTU
M2Z92AAE	HPE SOM P2UP 25 Map/10k+ Upg SW E-LTU
M2Z93AAE	HPE SOM Premium 25 MAP/to3k 1Y SW E-LTU
M2Z94AAE	HPE SOM Premium 25MAP/3k-10k 1Y SW E-LTU
M2Z95AAE	HPE SOM Premium 25 MAP/10K+ 1Y SW E-LTU
M2Z96AAE	HPE SOM Ult Perf 25 MAP/to3k 1Y SW E-LTU
M2Z97AAE	HPE SOM UltPerf 25MAP/3k-10k 1Y SW E-LTU
M2Z98AAE	HPE SOM Ult Perf 25 MAP/10K+ 1Y SW E-LTU