



Hewlett Packard Enterprise

June 1, 2017

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

Dear Customer,

Hewlett Packard Enterprise (HPE) is announcing the replacement of HP branded media SKUs as part of the separation of HP Inc. and Hewlett Packard Enterprise. For customers with currently downloaded and installed media, there is no action required at this time. Please be aware that at the time of next support renewal, your support contract will reflect the new HPE branded SKUs.

Please note that this is not a product obsolescence, we are simply ending the sale of all the media SKUs corresponding to versions 2015.12, 2016.05, and 2016.09 of HP Operations Bridge Suite. Customers with active support contracts are eligible to update to HPE Operations Bridge Suite 2017.01.

Customers on active support for versions 2015.12, 2016.05, and 2016.09 can continue to buy additional licenses and will be supported until the dates that were communicated previously on [SSO](#).

Key Program Dates

HPE is committed to providing the highest level of customer care to you while you determine your future version strategy for your HPE Operations Bridge Suite product.

Key program dates listed below for are based on HPE's time-based support policy. 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 previously announced support dates:

DATE	PROGRAM ACTIVITY
Jun 1, 2017	End of Sale Customer Announcement



Aug 14, 2017	End of Sale of Media SKUs (no longer orderable or available for purchase)
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Previously Announced Support Timeline

Dec 31, 2019	End of Committed Support for HP Operations Bridge Suite 2015.12
Dec 31, 2021	End of Extended Support for HP Operations Bridge Suite 2015.12
Dec 31, 2025	End of Self-Help Support with Rights to New Versions for HP Operations Bridge Suite 2015.12

Jun 30, 2020	End of Committed Support for HPE Operations Bridge Suite 2016.05
Jun 30, 2022	End of Extended Support for HPE Operations Bridge Suite 2016.05
Jun 30, 2026	End of Self-Help Support with Rights to New Versions for HPE Operations Bridge Suite 2016.05

Oct 31, 2020	End of Committed Support for HPE Operations Bridge Suite 2016.09
Oct 31, 2022	End of Extended Support for HPE Operations Bridge Suite 2016.09
Oct 31, 2026	End of Self-Help Support with Rights to New Versions for HPE Operations Bridge Suite 2016.09

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Operations Bridge Suite 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



Hewlett Packard Enterprise

HPE once again wishes to thank you for choosing HP Operations Bridge Suite. 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

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.

Appendix B: Affected Product SKUs:

HP SKU OBSOLETE		HPE SKU REPLACEMENT	
H7T93DAE	HP Ops Bridge Ste 2015.12 Eng SW E-Media	M4H69CAE	HPE OpsBridge Ste 2017.01 Eng SW E-Media
H7T93DDE	HP Ops Bridge Ste 2015.12 Grm SW E-Media	M4H69CDE	HPE OpsBridge Ste 2017.01 Grm SW E-Media
H7T93DEE	HP Ops Bridge Ste 2015.12 Spa SW E-Media	M4H69CEE	HPE OpsBridge Ste 2017.01 Spa SW E-Media
H7T93DFE	HP Ops Bridge Ste 2015.12 Fre SW E-Media	M4H69CFE	HPE OpsBridge Ste 2017.01 Fre SW E-Media
H7T93DJE	HP Ops Bridge Ste 2015.12 Jpn SW E-Media	M4H69CJE	HPE OpsBridge Ste 2017.01 Jpn SW E-Media
H7T93DKE	HP Ops Bridge Ste 2015.12 Kor SW E-Media	M4H69CKE	HPE OpsBridge Ste 2017.01 Kor SW E-Media
H7T93DSE	HP Ops Brdge Ste 2015.12 S.Ch SW E-Media	M4H69CSE	HPE OpsBrdge Ste 2017.01 S.Ch SW E-Media
H7T93DVE	HP Ops Bridge Ste 2015.12 Rus SW E-Media	M4H69CVE	HPE OpsBridge Ste 2017.01 Rus SW E-Media
M4H69AAE	HPE Ops Bridge Ste 2016.05 Eng SW E-Media	M4H69CAE	HPE OpsBridge Ste 2017.01 Eng SW E-Media
M4H69ADE	HPE Ops Bridge Ste 2016.05 Grm SW E-Media	M4H69CDE	HPE OpsBridge Ste 2017.01 Grm SW E-Media
M4H69AEE	HPE Ops Bridge Ste 2016.05 Spa SW E-Media	M4H69CEE	HPE OpsBridge Ste 2017.01 Spa SW E-Media
M4H69AFE	HPE Ops Bridge Ste 2016.05 Fre SW E-Media	M4H69CFE	HPE OpsBridge Ste 2017.01 Fre SW E-Media
M4H69AJE	HPE Ops Bridge Ste 2016.05 Jpn SW E-Media	M4H69CJE	HPE OpsBridge Ste 2017.01 Jpn SW E-Media
M4H69AKE	HPE Ops Bridge Ste 2016.05 Kor SW E-Media	M4H69CKE	HPE OpsBridge Ste 2017.01 Kor SW E-Media
M4H69ASE	HPE Ops Brdge Ste 2016.05 S.Ch SW E-Media	M4H69CSE	HPE OpsBrdge Ste 2017.01 S.Ch SW E-Media
M4H69AVE	HPE Ops Bridge Ste 2016.05 Rus SW E-Media	M4H69CVE	HPE OpsBridge Ste 2017.01 Rus SW E-Media
M4H69BAE	HPE Ops Bridge Ste 2016.09 Eng SW E-Media	M4H69CAE	HPE OpsBridge Ste 2017.01 Eng SW E-Media
M4H69BDE	HPE Ops Bridge Ste 2016.09 Grm SW E-Media	M4H69CDE	HPE OpsBridge Ste 2017.01 Grm SW E-Media
M4H69BEE	HPE Ops Bridge Ste 2016.09 Spa SW E-Media	M4H69CEE	HPE OpsBridge Ste 2017.01 Spa SW E-Media
M4H69BFE	HPE Ops Bridge Ste 2016.09 Fre SW E-Media	M4H69CFE	HPE OpsBridge Ste 2017.01 Fre SW E-Media
M4H69BJE	HPE Ops Bridge Ste 2016.09 Jpn SW E-Media	M4H69CJE	HPE OpsBridge Ste 2017.01 Jpn SW E-Media
M4H69BKE	HPE Ops Bridge Ste 2016.09 Kor SW E-Media	M4H69CKE	HPE OpsBridge Ste 2017.01 Kor SW E-Media
M4H69BSE	HPE Ops Bridge Ste 2016.09 S.Ch SW E-Media	M4H69CSE	HPE OpsBrdge Ste 2017.01 S.Ch SW E-Media
M4H69BVE	HPE Ops Bridge Ste 2016.09 Rus SW E-Media	M4H69CVE	HPE OpsBridge Ste 2017.01 Rus SW E-Media