



Jun 1, 2017

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

Dear Customer,

Hewlett Packard Enterprise is announcing product obsolescence of HP Atalla Information Protection and Control (Atalla IPC) effective as of the date set forth below.

This letter is for Atalla IPC support customers worldwide, to inform you of our end of support plans.

## End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your Atalla IPC products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Jun 1, 2017	Product obsolescence customer announcement
Aug 1, 2017	End of Sale (no longer orderable or available for purchase)
May 31, 2019	End of Support for Atalla IPC

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected Atalla IPC 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.



# Hewlett Packard Enterprise

Should you have any technical questions about the upgrade please contact support.

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 Atalla IPC. 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 1.1 of the Release & Support policy for HPE Security products. 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-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 Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HPE reaching EOS will remain available for electronic download for a reasonable period of time.

### **Self-Help Support**

Self-Help Support is an integral component of all HPE Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

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 HP Software 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
M3F42AAE	HP Atalla IPCEnt 1-1K/25UsPk 1Y E-LTU
M3F78AAE	HP Atalla IPCDI 1-1K/25UsPk 1Y E-LTU
M4D16AAE	HP Atalla IPCSc 1-1K/25UsPk 1Y E-LTU
C9A31AAE	HP Atalla IPCS 5001-10K/1K UsPk 3Y E-LTU
C9A38AAE	HP Atalla IPCB CIS 6-10/Impl 3Y SW E-LTU
C9A43AAE	HP Atalla IPCSc CPT 1-5/Impl 3Y SW E-LTU
C9A50AAE	HP Atalla IPC EA 6-10/MES Imp 3Y E-LTU
C9A56AAE	HP Atl IPC EA 1001-2500/500MbPk 3Y E-LTU
M3F55AAE	HP Atal IPCEnt 10001-25K/25UsPk 3Y E-LTU
M4C93AAE	HP Atall IPCDI 10001-25K/25UsPk 3Y E-LTU
M4D29AAE	HP Atalla IPCSc10001-25K/25UsPk 3Y E-LTU
M4D47AAE	HP Atalla IPCB 10001-25K/25UsPk 3Y E-LTU
M3E88AAE	HP Atalla IPCEnt 1-1K/25UsPk SW E-LTU
M3E89AAE	HP Atalla IPCEnt1001-2500/25UsPk E-LTU
M3E90AAE	HP Atalla IPCEnt 2501-5K/25UsPk E-LTU
M3E91AAE	HP Atalla IPCEnt 5001-10K/25UsPk E-LTU
M3E92AAE	HP Atalla IPCEnt10001-25K/25UsPk E-LTU
M3E93AAE	HP Atalla IPCEnt25001-50K/25UsPk E-LTU
M3E94AAE	HP Atalla IPCEnt50001-75K/25UsPk E-LTU



# Hewlett Packard Enterprise

M3E95AAE	HP Atall IPCEnt75001-100K/25UsPk E-LTU
M3E96AAE	HP Atalla IPCEnt 100001+/100UsPk E-LTU
M3E97AAE	HP Atalla IPCExp 1-1K/25UsPk SW E-LTU
M3E98AAE	HP Atalla IPCExp1001-2500/25UsPk E-LTU
M3E99AAE	HP Atalla IPCExp 2501-5K/25UsPk E-LTU
M3F00AAE	HP Atalla IPCExp 5001-10K/25UsPk E-LTU
M3F01AAE	HP Atalla IPCExp10001-25K/25UsPk E-LTU
M3F02AAE	HP Atalla IPCExp25001-50K/25UsPk E-LTU
M3F03AAE	HP Atalla IPCExp50001-75K/25UsPk E-LTU
M3F04AAE	HP Atall IPCExp75001-100K/25UsPk E-LTU
M3F05AAE	HP Atalla IPCExp 100001+/100UsPk E-LTU
M3F06AAE	HP Atalla IPCDI 1-1K/25UsPk SW E-LTU
M3F07AAE	HP Atalla IPCDI 1001-2500/25UsPk E-LTU
M3F08AAE	HP Atalla IPCDI 2501-5K/25UsPk E-LTU
M3F09AAE	HP Atalla IPCDI 5001-10K/25UsPk E-LTU
M3F10AAE	HP Atalla IPCDI 10001-25K/25UsPk E-LTU
M3F11AAE	HP Atalla IPCDI 25001-50K/25UsPk E-LTU
M3F12AAE	HP Atalla IPCDI 50001-75K/25UsPk E-LTU
M3F13AAE	HP Atall IPCDI 75001-100K/25UsPk E-LTU
M3F14AAE	HP Atalla IPCDI 100001+/100UsPk E-LTU
M3F15AAE	HP Atalla IPCM 1-1K/25UsPk SW E-LTU
M3F16AAE	HP Atalla IPCM 1001-2500/25UsPk SW E-LTU
M3F17AAE	HP Atalla IPCM 2501-5K/25UsPk SW E-LTU
M3F18AAE	HP Atalla IPCM 5001-10K/25UsPk SW E-LTU
M3F19AAE	HP Atalla IPCM 10001-25K/25UsPk SW E-LTU
M3F20AAE	HP Atalla IPCM 25001-50K/25UsPk SW E-LTU
M3F21AAE	HP Atalla IPCM 50001-75K/25UsPk SW E-LTU
M3F22AAE	HP Atall IPCM 75001-100K/25UsPk SW E-LTU
M3F23AAE	HP Atalla IPCM 100001+/100UsPk SW E-LTU
M3F24AAE	HP Atalla IPCSc 1-1K/25UsPk SW E-LTU
M3F25AAE	HP Atalla IPCSc 1001-2500/25UsPk E-LTU
M3F26AAE	HP Atalla IPCSc 2501-5K/25UsPk SW E-LTU
M3F27AAE	HP Atalla IPCSc 5001-10K/25UsPk SW E-LTU
M3F28AAE	HP Atalla IPCSc 10001-25K/25UsPk E-LTU
M3F29AAE	HP Atalla IPCSc 25001-50K/25UsPk E-LTU
M3F30AAE	HP Atalla IPCSc 50001-75K/25UsPk E-LTU
M3F31AAE	HP Atall IPCSc 75001-100K/25UsPk E-LTU
M3F32AAE	HP Atalla IPCSc 100001+/100UsPk SW E-LTU
M3F33AAE	HP Atalla IPCB 1-1K/25UsPk SW E-LTU
M3F34AAE	HP Atalla IPCB 1001-2500/25UsPk SW E-LTU
M3F35AAE	HP Atalla IPCB 2501-5K/25UsPk SW E-LTU
M3F36AAE	HP Atalla IPCB 5001-10K/25UsPk SW E-LTU
M3F37AAE	HP Atalla IPCB 10001-25K/25UsPk SW E-LTU
M3F38AAE	HP Atalla IPCB 25001-50K/25UsPk SW E-LTU
M3F39AAE	HP Atalla IPCB 50001-75K/25UsPk SW E-LTU
M3F40AAE	HP Atall IPCB 75001-100K/25UsPk SW E-LTU
M3F41AAE	HP Atalla IPCB 100001+/100UsPk SW E-LTU



# Hewlett Packard Enterprise

---

C9A73AAE HP Atalla IPC v4.20 SW E-Media

---

C9A73BAE HP Atalla IPC v5.00 SW E-Media

---

C9A73CAE HP Atalla IPC v5.10 SW E-Media

---