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 version 11.1x of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent. Customers with active support contracts are eligible to update to HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, HPE Infrastructure SPIs, and HPE Performance Agent 12.0x.

Customers on active support for version 11.1x 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 GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, HPE Infrastructure SPIs, and HPE Performance Agent products.

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 anounced support dates:

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Palo Alto, CA 94304
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hpe.com

DATE	PROGRAM ACTIVITY
Jun 1, 2017	End of Sale Customer Announcement
Aug 1, 2017	End of Sale of Media SKUs (no longer orderable or available for purchase)
Previously Announced Support Timeline	
Sep 30, 2017	End of Committed Support for 11.1x of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent
Sep 30, 2019	End of Extended Support for 11.1x of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent
Sep 30, 2023	End of Self-Help Support with Rights to New Versions for 11.1x of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent 11.1x

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent 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**

HPE once again wishes to thank you for choosing HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, HP Infrastructure SPIs, and HP Performance Agent. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

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 OBSOLETED		HPE SKU REPLACEMENT	
TC097BAE	HP Ops OS Instance 11.10 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097BEE	HP Ops OS Instance 11.10 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097BJE	HP Ops OS Instance 11.10 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097BSE	HP Ops OS Instance 11.10 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TC097CAE	HP Ops OS Instance v11.11 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097DAE	HP Ops OS Instance 11.12 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097DEE	HP Ops OS Instance 11.12 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097DJE	HP Ops OS Instance 11.12 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097DSE	HP Ops OS Instance 11.12 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TC097EAE	HP Ops OS Instance 11.13 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097EEE	HP Ops OS Instance 11.13 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097EJE	HP Ops OS Instance 11.13 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097ESE	HP Ops OS Instance 11.13 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TC097FAE	HP Ops OSI v11.14 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097FEE	HP Ops OSI v11.14 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097FJE	HP Ops OSI v11.14 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097FSE	HP Ops OSI v11.14 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TC097GAE	HP Ops OSI 12.00 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media

TC097GDE	HP Ops OSI 12.00 Grm SW E-Media	TC097JDE	HP Ops OSI 12.02 Grm SW E-Media
TC097GEE	HP Ops OSI 12.00 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097GFE	HP Ops OSI 12.00 Fre SW E-Media	TC097JFE	HP Ops OSI 12.02 Fre SW E-Media
TC097GJE	HP Ops OSI 12.00 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097GKE	HP Ops OSI 12.00 Kor SW E-Media	TC097JKE	HP Ops OSI 12.02 Kor SW E-Media
TC097GSE	HP Ops OSI 12.00 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TC097GVE	HP Ops OSI 12.00 Rus SW E-Media	TC097JVE	HP Ops OSI 12.02 Rus SW E-Media
TC097HAE	HP Ops OSI 11.15 Eng SW E-Media	TC097JAE	HP Ops OSI 12.02 Eng SW E-Media
TC097HEE	HP Ops OSI 11.15 Spa SW E-Media	TC097JEE	HP Ops OSI 12.02 Spa SW E-Media
TC097HJE	HP Ops OSI 11.15 Jpn SW E-Media	TC097JJE	HP Ops OSI 12.02 Jpn SW E-Media
TC097HSE	HP Ops OSI 11.15 S.Ch SW E-Media	TC097JSE	HP Ops OSI 12.02 S.Ch SW E-Media
TD982AAE	HP Ops OS Inst Svr 11.00 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TD982BAE	HP Ops OSI Svrs 11.10 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TD982BEE	HP Ops OSI Svrs 11.10 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TD982BJE	HP Ops OSI Svrs 11.10 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media
TD982BSE	HP Ops OSI Svrs 11.10 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TD982CAE	HP Ops OSI Svrs v11.11 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TD982DAE	HP Ops OSI Svrs 11.12 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TD982DEE	HP Ops OSI Svrs 11.12 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TD982DJE	HP Ops OSI Svrs 11.12 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media
TD982DSE	HP Ops OSI Svrs 11.12 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TE982EAE	HP Ops OSI Svrs 11.13 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TE982EEE	HP Ops OSI Svrs 11.13 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TE982EJE	HP Ops OSI Svrs 11.13 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media

TE982ESE	HP Ops OSI Svrs 11.13 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TE982FAE	HP Ops OSI Svrs v11.14 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TE982FEE	HP Ops OSI Svrs v11.14 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TE982FJE	HP Ops OSI Svrs v11.14 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media
TE982FSE	HP Ops OSI Svrs v11.14 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TE982GAE	HP Ops OSI Svrs 12.00 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TE982GDE	HP Ops OSI Svrs 12.00 Grm SW E-Media	TE982JDE	HP Ops OSI Svrs 12.02 Grm SW E-Media
TE982GEE	HP Ops OSI Svrs 12.00 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TE982GFE	HP Ops OSI Svrs 12.00 Fre SW E-Media	TE982JFE	HP Ops OSI Svrs 12.02 Fre SW E-Media
TE982GJE	HP Ops OSI Svrs 12.00 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media
TE982GKE	HP Ops OSI Svrs 12.00 Kor SW E-Media	TE982JKE	HP Ops OSI Svrs 12.02 Kor SW E-Media
TE982GSE	HP Ops OSI Svrs 12.00 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TE982GVE	HP Ops OSI Svrs 12.00 Rus SW E-Media	TE982JVE	HP Ops OSI Svrs 12.02 Rus SW E-Media
TE982HAE	HP Ops OSI Svrs 11.15 Eng SW E-Media	TE982JAE	HP Ops OSI Svrs 12.02 Eng SW E-Media
TE982HEE	HP Ops OSI Svrs 11.15 Spa SW E-Media	TE982JEE	HP Ops OSI Svrs 12.02 Spa SW E-Media
TE982HJE	HP Ops OSI Svrs 11.15 Jpn SW E-Media	TE982JJE	HP Ops OSI Svrs 12.02 Jpn SW E-Media
TE982HSE	HP Ops OSI Svrs 11.15 S.Ch SW E-Media	TE982JSE	HP Ops OSI Svrs 12.02 S.Ch SW E-Media
TC097DAE#0D1	Factory integrated	TC097JA#0D1	HP Factory Integrated SW Media
TD982AAE#0D1	Factory integrated	TC097JA#0D1	HP Factory Integrated SW Media
TD982DAE#0D1	Factory integrated	TC097JA#0D1	HP Factory Integrated SW Media