Hewlett Packard Enterprise

June 1, 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 Propel effective as of the date set forth below

This letter is for HPE Propel support customers worldwide, to inform you of our end of sale plans.

End of Sale & End of Support

Propel was introduced to help our customers transition to a Service Broker model needed for the digital transformation. It allows customers to provide best in class user experience through the use of responsive, consumerized services including Propel Portal, an aggregated catalog and Service Exchange.

Going forward, the HPE Propel Portal and Catalog, including Jumpstart, wil become part of the ITOM IT Service Management Automation (ITSMA) suite. In particular ITSMA's Service Manager 9.50 now includes Propel Portal and Catalog solution as part of Service Manager Service Portal. As a result of these changes, we are discontinuing Propel as a standalone product being available to customers.

In addition, HPE has decided to discontinue the sale and development of Propel Service Exchange effective November 1st, 2016.

All of our existing customers of HPE Propel Portal and Service Exchange will be entitled to HPE Service Manager Enterprise Suite licenses which will include new catalog aggregation capabilities.

These decisions will enable us to further simplify the ITOM portfolio and optimize the delivery of integrated suites delivering key capabilities required by you and other customers. In terms of future capabilities and enhancements, Propel Portal and Catolog capabilities will be delivered as part of the ITOM suites going forward including ITSMA.

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your HPE Propel products.

Key program dates listed below for HPE Propel 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:

DATE	PROGRAM ACTIVITY
May 15, 2017	Product obsolescence customer announcement
June 1, 2017	End of Sale (no longer orderable or available for purchase)
Previously announced support time-lines	
Aug 31, 2018	End of Committed Support for HP Propel 2.0x
Aug 31, 2020	End of Extended Support for HP Propel 2.0x
Aug 31, 2024	End of Self-Help Support with Rights To New Versions for HP Propel 2.0x
Dec 31, 2018	End of Committed Support for HP Propel 2.1x
Dec 31, 2020	End of Extended Support for HP Propel 2.1x
Dec 31, 2024	End of Self-Help Support with Rights To New Versions for HP Propel 2.1x
Aug 31, 2020	End of Committed Support for HPE Propel 2.2x
Aug 31, 2022	End of Extended Support for HPE Propel 2.2x
Aug 31, 2026	End of Self-Help Support with Rights To New Versions for HPE Propel 2.2x

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HPE Propel 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 HPE Propel. 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 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
M3C85AAE	HPE Propel PortalPrem Ed 100 NU SW E-LTU
M3C86AAE	HPE Propel Portal Prem Ed 5 CCU SW E-LTU
M3C87AAE	HPE Propel SX Foundation SW E-LTU
M3C88AAE	HPE Propel SX Non-HP Connector SW E-LTU