



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 obsolescence for HP Operations Analytics effective as of the date set forth below. This includes HP Operations Log Intelligence as this is the old name for HP Operations Analytics.

We are announcing the End of Sale of all HP Operations Analytics versions. Going forward, HP Operations Analytics will join the HPE Operations Bridge Suite, and renamed as HPE Operations Bridge Analytics. Recognizing the synergies between the users, buyers, use cases, and problems that HP Operations Analytics and HPE Operations Bridge address, we are combining the scale of Big Data Analytics with the automation of HPE Operations Bridge to analyze and correlate operations events across ALL data sources. Migrating to HPE Operations Bridge Analytics entitles you to the benefits of automated anomaly detection and new smart search capabilities that deliver a new level of insight to event management in the HPE Operations Bridge Suite.

This letter is for HP Operations Analytics 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 HP Operations Analytics products.

Key program dates listed below for HP Operations Analytics 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	Customer announcement
Aug 1, 2017	End of Sale (no longer orderable or available for purchase)
Jan 31, 2018	End of Committed Support for HP Log Intelligence 1.0x
Jan 31, 2020	End of Extended Support for HP Log Intelligence 1.0x
Jan 31, 2024	End of Self-Help Support with Rights To New Versions for HP Log Intelligence 1.0x
Dec 31, 2017	End of Committed Support for HP Operations Analytics 2.0x
Dec 31, 2019	End of Extended Support for HP Operations Analytics 2.0x
Dec 31, 2023	End of Self-Help Support with Rights To New Versions for HP Operations Analytics 2.0x
May 31, 2018	End of Committed Support for HP Operations Analytics 2.1x
May 31, 2020	End of Extended Support for HP Operations Analytics 2.1x
May 31, 2024	End of Self-Help Support with Rights To New Versions for HP Operations Analytics 2.1x
Dec 31, 2018	End of Committed Support for HP Operations Analytics 2.2x
Dec 31, 2020	End of Extended Support for HP Operations Analytics 2.2x
Dec 31, 2024	End of Self-Help Support with Rights To New Versions for HP Operations Analytics 2.2x
Dec 31, 2019	End of Committed Support for HP Operations Analytics 2.3x
Dec 31, 2021	End of Extended Support for HP Operations Analytics 2.3x
Dec 31, 2025	End of Self-Help Support with Rights To New Versions for HP Operations Analytics 2.3x

HP Operations Analytics 2.3x as part of the HPE Cloud Orchestration Suite or HP Operations Bridge Suite will continue to be supported per the communicated key timelines and support options for the suites:

DATE	PROGRAM ACTIVITY
Jan 31, 2019	End of Committed Support for HPE Cloud Orchestration Suite 2016.01
Jan 31, 2021	End of Extended Support for HPE Cloud Orchestration Suite 2016.01
Jan 31, 2025	End of Self-Help Support with Rights To New Versions for HPE Cloud Orchestration Suite 2016.01



May 31, 2019	End of Committed Support for HPE Cloud Orchestration Suite 2016.05
May 31, 2021	End of Extended Support for HPE Cloud Orchestration Suite 2016.05
May 31, 2025	End of Self-Help Support with Rights To New Versions for HPE Cloud Orchestration Suite 2016.05

Nov 30, 2018	End of Committed Support for HP Operations Bridge Suite 2014.10
Nov 30, 2020	End of Extended Support for HP Operations Bridge Suite 2014.10
Nov 30, 2024	End of Self-Help Support with Rights To New Versions for HP Operations Bridge Suite 2014.10

Feb 28, 2019	End of Committed Support for HP Operations Bridge Suite 2015.02
Feb 28, 2021	End of Extended Support for HP Operations Bridge Suite 2015.02
Feb 28, 2025	End of Self-Help Support with Rights To New Versions for HP Operations Bridge Suite 2015.02

Jun 30, 2019	End of Committed Support for HP Operations Bridge Suite 2015.06
Jun 30, 2021	End of Extended Support for HP Operations Bridge Suite 2015.06
Jun 30, 2025	End of Self-Help Support with Rights To New Versions for HP Operations Bridge Suite 2015.06

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



Prior to updating to the next version, HPE Operations Bridge Analytics 3.0x, your support contract needs to be updated. This will be done at the time of renewal, or mid-term upon your request. Please contact your HPE sales representative or HPE business partner to initiate a support contract update.

Once the updated support contract has been activated, you will receive an e-mail with a migration order number that you should use to download new license keys from the [Hewlett Packard Enterprise Software Licenses and Downloads Portal](#).

Please refer to [Appendix A](#) for definition of the terms for product obsolescence and [Appendix B](#) for the list of affected HP Operations Analytics 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 Operations Analytics. 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 the 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. No 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
A7X12AAE	HP Ops A Ultimate Ed 50 OA Node SW E-LTU
A7X13AAE	HP OpsAnalytics 50 OA Nodes SW E-LTU
A7X15AAE	HP Ops A Express Ed 50 OA Node SW E-LTU
A7X16AAE	HP Ops A Express Ed 1.00 Eng SW E-Media
A7X17AAE	HP Ops A OneView to Ops A Upgr SW E-LTU
A7X22AAE	HP Ops A Prem Ed 50 OA Nodes SW E-LTU
A7X24AAE	HP Ops A Exp to Pre 500A Nd Upg SW E-LTU
A7X25AAE	HP Ops A Exp to Ult 500A Nd Upg SW E-LTU
A7X26AAE	HP Ops A Pre to Ult 500A Nd Upg SW E-LTU
M4L20SAE	HP Ops A UE 50 OA Nd SPSU1Y E-LTU
M4L20TAE	HP Ops A UE 50 OA Nd SPSU3Y AB E-LTU
M4L20PAE	HP Ops A UE 50 OA Nd SPSU1Y E-LTU
M4L21SAE	HP Ops A PE 50 OA Nd SPSU1Y E-LTU
M4L21TAE	HP Ops A PE 50 OA Nd SPSU3Y AB E-LTU
M4L21PAE	HP Ops A PE 50 OA Nd SP PPU E-LTU
M4L22SAE	HP Ops A ExEd 50 OA Nd SPSU1Y E-LTU
M4L22TAE	HP Ops A ExEd 50 OA Nd SPSU3Y AB E-LTU
M4L22 PAE	HP Ops A ExEd 50 OA Nd SP PPU E-LTU
A7X16AJE	HP Ops Log Intell Jpn SW E-Media
A7X16ATE	HP Ops Log Intell T.Ch SW E-Media
A7X16ASE	HP Ops Log Intell S.Ch SW E-Media
A7X14AAE	HP OpsAnalytics 2.00 Eng SW E-Media
A7X14BAE	HP OpsAnalytics 2.10 Eng SW E-Media
A7X14CAE	HP OpsAnalytics 2.20 Eng SW E-Media
A7X14DAE	HP OpsAnalytics 2.30 Eng SW E-Media