



HPE Operations Bridge Reporter 10.0x & 10.1x

End of Sale Announcement

Frequently Asked Questions

On August 31, 2017, Hewlett Packard Enterprise announced the End of Sale for HPE Operations Bridge Reporter 10.0x & 10.1x. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online](#).

Key program dates listed below for HPE Operations Bridge Reporter 10.0x & 10.1x 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 timeline 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](#).

This document provides answers to frequently asked questions regarding this announcement.

PRODUCT RELATED QUESTIONS

Question	When is HPE ending sales for HPE Operations Bridge Reporter 10.0x & 10.1x?
Answer	Effective Aug 31, 2017, HPE is announcing the End of Sale of HPE Operations Bridge Reporter 10.0x & 10.1x. Current Customers may continue to purchase additional licenses of HPE Operations Bridge Reporter 10.0x & 10.1x until Nov 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE ending sales for HPE Operations Bridge Reporter 10.0x & 10.1x?
Answer	This is in accordance with our Release & Support Policy. Definitions of terms are documented in the Software Support Policy guidelines .
Question	What product numbers are affected by this End of Sales?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order HPE Operations Bridge Reporter 10.0x & 10.1x?
Answer	HPE Operations Bridge Reporter 10.0x & 10.1x will continue to be available for purchase to current support customers through Nov 1, 2017. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Do I need to request new license keys when updating to HPE Operations Bridge Reporter 10.2x?
Answer	No, you don't need new license keys for HPE Operations Bridge Reporter 10.2x.

Question	What version of HPE Operations Bridge Reporter is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 10.2x. Please check hpe.com/software/home or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
Question	Who can I contact if I have more questions with regards to this product obsolescence?
Answer	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home Web Self Solve; hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)
Question	What are the hardware requirements to update to HPE Operations Bridge Reporter 10.2x?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
Question	Where can I find update information for HPE Operations Bridge Reporter 10.0x & 10.1x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HPE Operations Bridge Reporter 10.0x & 10.1x environment using in-house technical resources. Where do I get all the required software?
Answer	All HPE Operations Bridge Reporter 10.0x & 10.1x support customers can download HPE Operations Bridge Reporter 10.2x media at Hewlett Packard Enterprise Software Licenses and Downloads Portal .
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HPE Operations Bridge Reporter 10.2x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for HPE Operations Bridge Reporter 10.0x is Dec 31, 2019. The End of Committed Support date for HPE Operations Bridge Reporter 10.1x is Feb 28, 2021. These dates were announced on Software Support Online on Jan 5, 2016 (10.0x) and Jan 31, 2017 (10.1x). As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for HPE Operations Bridge Reporter 10.0x is Dec 31, 2021. The End of Extended Support date for HPE Operations Bridge Reporter 10.1x is Feb 28, 2023. These dates were announced on Software Support Online on Jan 5, 2016 (10.0x) and Jan 31, 2017 (10.1x). During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
Question	Are there any other key dates I need to be aware of?

Answer	Please see customer letter, page 1, for key dates.
Question	What are my obsolescence options?
Answer	<p>You have the option to continue using HPE Operations Bridge Reporter 10.0x & 10.1x.</p> <p>HPE will stop providing committed support for HPE Operations Bridge Reporter 10.0x on Dec 31, 2019. Extended Support will continue to be available through Dec 31, 2021. Self-Help Support with Rights to New Versions support will continue to be available through Dec 31, 2025.</p> <p>HPE will stop providing committed support for HPE Operations Bridge Reporter 10.1x on Feb 28, 2021. Extended Support will continue to be available through Feb 28, 2023. Self-Help Support with Rights to New Versions support will continue to be available through Feb 28, 2025.</p> <p>You are encouraged to begin reviewing your business requirements for HPE Operations Bridge Reporter 10.0x & 10.1x. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.</p>
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HPE Operations Bridge Reporter for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HPE to inform you about the availability of HPE Operations Bridge Reporter 10.2x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I update from HPE Operations Bridge Reporter 10.0x & 10.1x to HPE Operations Bridge Reporter 10.2x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from HPE Operations Bridge Reporter 10.0x & 10.1x to HPE Operations Bridge Reporter 10.2x, can I expect the same support pricing compared to HPE Operations Bridge Reporter 10.0x & 10.1x?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me update?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	What educational/training packages are available for HPE Operations Bridge Reporter 10.2x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information :
	<p>Americas - HPE Education AMS</p> <p>Asia Pacific - HPE Education AP</p> <p>Japan - HPE Education Japan</p> <p>Europe, Middle East and Africa - HPE Education EMEA</p>

For more information on HPE Operations Bridge Reporter 10.2x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

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