



**Hewlett Packard**  
Enterprise

# **HPE Software Support Policy: Guidelines**

Version 5.1

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## Summary

HPE Software Support Policy establishes the company's obligations to customers with respect to mature and obsolete offerings. It reinforces the standardized obsolescence approach of HPE in order to properly set expectations with the customers. The policy applies to the Software and Support offered by the HPE Software business unit.

### Software product version numbering

The version numbering scheme put forth by the product versioning policy is: (Major) (Major). (Minor) (Minor). (Build) (Build) (Build).

Example: "07.11.001," where: Major release is 7, Minor release is 1, Minor Minor is 1, and Build is 1.

Some products follow the YYYY.MM version number scheme where YYYY represents the four-digit year and MM represents the two-digit month in which the product version was released.

Example: "2016.01," where: Year is 2016 and Month is 01. This means, the product was released in January 2016.

Example	Release	Definition
<b>07.00.000</b>	Major	The field must be incremented whenever a component or product release is incompatible with the one before. The product or component responsible may increment the Major field to indicate big enhancements even if the new version is compatible with the prior one. A Major release indicates new functionality or product structure changes. Media is available to install base customers on active Support.
<b>07.10.000</b>	Minor release (First digit)	The field is used to distinguish multiple releases of a component or product with the same Major number. It is up to the component or product group to determine the specific number for a new release. A Minor release indicates functional enhancements to the product. The release must be compatible with previous versions of the same Major release and thus needs to be a superset of functionality; everything that breaks the superset-approach is considered to be a Major release. Media is available to install base customers on active Support. This type of release does not require a reinstallation of the HPE Software product, but can be "overlaid" on top of the existing installation.
<b>7.11.1</b>	Minor Minor release (Second digit)	This release is for distributing functional enhancements and cumulative bug fixes to customers on active Support via download from the support website. Media is not distributed. Media product number roll is not required for this release.
<b>7.11.2</b>	Build	Bug fixes are available to the customer on active Support via download from the support website. New functionality is not allowed in this type of release.

## Support terms

### End-of-Support - For products that follow time based obsolescence

For all HPE Software products and versions listed on [HPE Software Product Support Duration for Time Based Obsolescence](#) table including any subsequent versions of such Software products, the following time based End-of-Support policy applies:

Full support will be available for a defined minimum period of time from the General Availability of a software product's release ("Committed Support"). Upon the expiration of the Committed Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum period of additional limited support ("Extended Support"). 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 period of self-help support with rights to new versions ("Self-Help Support with RTNV").

Product specific end dates for Committed Support, Extended Support and Self-Help Support with RTNV are published on the [Obsolescence & Migration](#) pages of Software Support Online. Product specific minimum periods of Committed Support, Extended Support and Self-Help Support with RTNV are listed in the [HPE Software Product Support Duration for Time Based Obsolescence](#) table.

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### Note

While HPE offers a Self-Help Support with RTNV support period, we strongly recommend that customers run the latest versions of your HPE software product. Continuing to run versions of Software that are in the Self-Help Support with RTNV period increases customer risks such as unfixed defects, inability to access skilled support engineers, late/incompatible upgrades and potential incompatibilities with non-HPE products such as obsolete operating systems and databases.

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For specific products where HPE determines the risks of running older Software is too great, HPE reserves the right to not offer, reduce the time period or remove Self-Help Support with RTNV for specified products. Such determination will be reflected in the support dates published on the [Obsolescence & Migration](#) pages of Software Support Online.

No new enhancement requests, security patches, fixes, document changes or platform certifications will be made for product versions in Extended Support or Self-Help Support with RTNV.

### End-of-Support - For products that follow version based obsolescence

For HPE Software products or earlier product versions not listed in the [HPE Software Product Support Duration for Time Based Obsolescence](#) table, the following version based End-of-Support policy applies:

HPE provides Support for the current and previous Minor Versions of the current Major Version. HPE will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier.

### Discontinuation

For time based End-of-Support products, if HPE discontinues a product and no successor product is commercially available under Support, HPE will provide full support for a minimum of five (5) years from the product's last generally available release date.

For version based End-of-Support products, if HPE discontinues a product and does not make another Minor Version commercially available as an Update, HPE will provide full support for twenty-four (24) months from the date of the product discontinuance notice.

The above described Support is subject to your:

- a. full payment of any and all applicable Support fees to date, and
- b. continued payment of any and all applicable Support fees

HPE may discontinue specific Support offerings no longer generally offered by HPE upon sixty (60) days' notice.

## Example Support availability dates table

Product version	General Availability	End-of-Committed Support	End-of-Extended Support	End-of-Self-Help Support with RTNV
6.3	Jun 1, 2016	May 31, 2020	May 31, 2022	May 31, 2026
6.2	Jan 1, 2016	Dec 31, 2019	Dec 31, 2021	Dec 31, 2025
6.1	Jun 1, 2015	May 31, 2019	May 31, 2021	May 31, 2025
6.0	Jan 1, 2015	Dec 31, 2018	Dec 31, 2020	Dec 31, 2024
5.8	Jan 1, 2014	Dec 31, 2017	Dec 31, 2019	Dec 31, 2023
2013.06	Jun 1, 2016	May 31, 2020	May 31, 2022	May 31, 2026
2013.01	Jan 1, 2017	Dec 31, 2021	Dec 31, 2023	Dec 31, 2027

## Dependent Components and Third Party Products

Dependent Components means the underlying operating systems, adjacent or integrated applications, or software that is required to operate HPE branded software product. Examples include and are not limited to: web browsers, databases, operating systems, runtime environments, and virtualization software.

Third Party Products means non-embedded products that are developed by a Third Party software manufacturer and sold by HPE as a result of the Third Party's authorization to do so.

Support for HPE branded software products (or versions of products) may run longer than support for Dependent Components. The developer of a Third Party Product may decide to discontinue support for that product or cancel the agreement with HPE to sell or support the product before the HPE Software Support term has expired. When this occurs, HPE has to communicate with affected customers in a timely manner. There may be cases where HPE does not receive any notification of the End-of-Support from the owning vendor for Dependent Components or Third Party Products in advance of the general public. If the owning vendor of a Dependent Component or Third Party Product stops providing enhancements, thereby limiting the support to defect fix support, Support for the HPE branded software with regard to the Dependent Component or Third Party Product will be limited to defect fix support only.

If the developer of a Dependent Component or Third Party Product stops providing defect fix support or cancels the agreement with HPE to sell or support the product: (1) Support for the affected HPE branded software products with regard to the Dependent Components or the Third Party Product will immediately be limited to a) self-solve Support available through HPE Software Support Online and b) telephone Support associated with questions concerning a product's functionality and interoperability in line with the HPE branded software product or Third Party Product's original parameters and requirements at the time of release; and (2) Product updates, patches, and fixes related to the Dependent Component for the HPE branded software product or the Third Party Product are limited to those already available, and no additional updates, patches, or fixes are engineered.

To the extent the affected HPE branded software product operates or integrates with other Dependent Components that are still supported by its owning vendors, Support for such HPE branded software products as they relate to the supported Dependent Components will continue through the planned HPE branded software product End-of-Support date.

## **Definitions**

### **Support**

HPE Software maintenance, training, installation and configuration, and other standard support services provided by HPE.

### **Software Versioning**

A Major Version Update usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example, version 6.0 to 7.0). A Minor Version Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example, version 6.1 to 6.2).

### **General Availability**

The first date the specified version of the product is available for production use by customers.

### **End-of-Support**

The last date software maintenance, installation and configuration assistance, and other standard Support services can be accepted for the specified product release (as specified by version numbering). End-of-Support also means the last date Software Change Requests (SCRs) can be accepted for a specified version of a product. After the End-of-Support date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HPE Software reaching End-of-Support will remain available for electronic download for a reasonable period of time.

### **HPE Branded Software**

Means Software Products and Support bearing a trademark or service mark of Hewlett Packard Enterprise or any Hewlett Packard Enterprise Affiliate, and embedded HPE selected Third Party software that is not offered under a Third Party license agreement.

### **Software**

Machine-readable instructions and data (and copies thereof) including middleware, firmware, related updates, upgrades, licensed materials, user documentation, user manuals, and operating procedures

## Obsolescence guidelines

1. As new product versions are released, HPE will publish the End-of-Support date for those versions on [Obsolescence & Migration](#) pages of Software Support Online. Customers can use this information to plan, test, and deploy newer product versions. Should a customer choose to remain on said product or product version after the official End-of-Support date, all needed additional licenses, media, and hardcopy manuals must be ordered before the End-of-Support date. The primary communication method will be through [Software Support Online](#), although HPE may choose to notify customers in writing or through electronic means.
2. Support for a specific product or product version will be provided until the published official End-of-Support date. As always, HPE investigates all problems and issues reported for current product versions (last, and in most cases, immediately preceding releases). However, customers may be required to install the most recent Software, fixes, patches, or service packs as part of the troubleshooting and issue resolution process. For all requests for defect fixes, product enhancement, Support for newly released operating systems, and other adjacent or integrated application(s) or versions(s), HPE product teams will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release.

Learn more at  
[hpe.com/software/support](http://hpe.com/software/support)

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