Hewlett Packard Enterprise

HPE Enterprise Security Support Policy Guidelines

Version 1.1

Software Product Version Numbering

The version numbering scheme put forth by the product version numbering 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 product 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: "2013.01," where: Year is 2013 and month is 01. This means the product was released in January 2013.

Software

Support term
Latest two (2) versions: Hewlett Packard Enterprise will provide support for the current and previous Minor Versions of the current Major Version.

Last Minor Version of the previous Major Version: Hewlett Packard Enterprise will support the last Minor Version of the previous Major Version (N) for 24 months from the date when the next Major Version (N+1) becomes generally available or the next Major Version (N+2) becomes generally available.

HPE Enterprise Security Products (ESPs)—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 HPE ArcSight, HPE Atalla, HPE Fortify and HPE TippingPoint Pillars of ESP.

Exiting the business: If Hewlett Packard Enterprise discontinues a product and no successor product is commercially available from Hewlett Packard Enterprise as an update under support, provided that customer has paid all applicable support fees, HPE will provide support for at least twenty-four (24) months from the date of HPE's notice of such product discontinuance.

Extensions to support term

Hewlett Packard Enterprise reserves the option to offer up to five (5) additional years of support. Extensions to support are available for customers with an existing support contract. As always, it is our intent to communicate such a change in support length with affected support customers in a timely manner.

Dependent Components

Dependent Components means underlying operating systems, adjacent or integrated applications, or software that is required to operate an ESP offering.

Support for products (or versions of products) may run longer than support or Dependent Components. When this occurs, it is our intent to communicate with affected customers in a timely manner. There may be cases where Hewlett Packard Enterprise does not receive notification of the end-of-support for Dependent Components in advance of the general public. If the developer of a Dependent Component stops providing full support (full support includes product updates, patches, and defect fixes), support for the affected HPE products with regard to the Dependent Components will immediately be limited to (a) Self-solve support available through the applicable online resources and (b) Telephone support associated with the questions concerning a product's functionality and interoperability in line with the HPE product's original parameters and requirements at time of release.

Product updates, patches and fixes for the product that relies on the Dependent Components will be limited to those already available and no additional updates, patches, or fixes will be engineered.

To the extent the affected HPE product operates or integrates with other Dependent Components that are still supported by its developers, support for such products as they relate to the supported Dependent Components will continue through the planned end-of-support date, if announced.

Appliances

Support Term
Length of contract: HPE will provide support for all appliances for the length of the customer's valid contract. This includes products that are past the announced end-of-sale date.

Exiting the business: When a customer has paid all applicable support fees, but Hewlett Packard Enterprise has discontinued a product and no successor product is commercially available as an update under support, we provide support for at least 24 months from the notice date of product discontinuance.

Extensions to Support Term
Hewlett Packard Enterprise reserves the option to offer up to five (5) additional years of support after the end-of-sale date. Extensions to support are available for customers with an existing support contract. As always, it is our intent to communicate such a change in support length with affected support customers in a timely manner.

Dependent Components

Dependent Components means underlying operating systems, hardware platforms, adjacent or integrated applications or software that is required to operate an HPE ESP product offering.

Support for products (or versions of products) may run longer than support or Dependent Components. When this occurs, it is our intent to communicate with affected customers in a timely manner. There may be cases where Hewlett Packard Enterprise does not receive notification of the end-of-support for Dependent Components in advance of the general public. If the developer of a Dependent Component stops providing full support (full support includes product updates, patches, and defect fixes), support for the affected HPE products with regard to the Dependent Components will immediately be limited to:

(a) Self-solve support available through the applicable online resources and (b) Telephone support associated with the questions concerning a product's functionality and interoperability in line with the HPE product's original parameters and requirements at time of release. Product updates, patches, and fixes for the product that relies on the Dependent Components will be limited to those already available and no additional updates, patches, or fixes will be engineered.

To the extent the affected HPE product operates or integrates with other Dependent Components that are still supported by its developers, support for such products as they relate to the supported Dependent Components will continue through the planned end-of-support date, if announced.

Obsolescence guidelines

Support for a specific product or product version will be provided until the published official end-of-support date. As always, Hewlett Packard Enterprise 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. In all cases, the HPE ESP product team will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release; all requests for defect fixes, product enhancements, support for newly released operating systems, and other adjacent or integrated application(s) or version(s).

Notice of end of sale

For products being obsolesced with no successor product to be available from Hewlett Packard Enterprise as an update or upgrade under support, Hewlett Packard Enterprise will provide notice to the customers that the affected product(s) will be end of sale at least six (6) months prior to date.

Definitions

Support

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

Version

A software release that contains new features, enhancements, maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available by Hewlett Packard Enterprise to its customers (also called a "release"). Refer to the "**Software Product Version Numbering**" section.

General availability

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

End of sale

Date that Hewlett Packard Enterprise no longer makes a product generally available for purchase.

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 Major and Minor 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 products

Means software products and support bearing a trademark or service mark of Hewlett Packard Enterprise Company or any Hewlett Packard Enterprise Company 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.

Learn more at
hpe.com/security

f 𝕏 in ✉

Sign up for updates

★ Rate this document

Hewlett Packard Enterprise