

# HPE Atalla products end-of-support policy



## **End of support**

Hewlett Packard Enterprise provides full support for all HPE Atalla products for five (5) years from the HPE Atalla product's end of sale date as long as: (a) you have paid all applicable support fees to date and (b) you continue to pay all applicable support fees. For purposes of this document, an HPE Atalla product's end-of-sale date is the date that Hewlett Packard Enterprise no longer makes a specific version of an HPE Atalla product generally available for purchase.

Hewlett Packard Enterprise may no longer make specific support offerings available upon sixty (60) days' notice. Such discontinuance will not impact any support already purchased by you.

## **Dependent Components**

Dependent Components means the underlying operating systems, adjacent or integrated applications, or software that are required to operate an HPE Atalla product offering that are developed or owned by a third party. Examples include Web browsers, databases, operating systems, runtime environments, and virtualization software.

Support for HPE Atalla products may run longer than support for Dependent Components. The owner of a Dependent Component may decide to discontinue support for that product or cancel the agreement with Hewlett Packard Enterprise to sell or support the Dependent Component before the HPE support term has expired.

When this occurs, Hewlett Packard Enterprise will communicate with affected customers in a timely manner. There may be cases where Hewlett Packard Enterprise does not receive any notification of the end of support from the owner of the Dependent Components in advance of the general public notice. If the owner of a Dependent Component stops providing enhancements, thereby limiting the support to defect-fix support, support for the HPE Atalla product with regard to the Dependent Component will be limited to defect-fix support only.

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

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

## Obsolescence guidelines

1. Hewlett Packard Enterprise will publish the end-of-support date for HPE Atalla products on HPE Software Support Online. Should a customer choose to continue using an HPE Atalla product 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 HPE Software Support Online, although Hewlett Packard Enterprise may choose to notify customers in writing or through electronic means.
2. Support for a specific HPE Atalla product 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. 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, Hewlett Packard Enterprise 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).

## For more information

Visit the obsolescence section on Software Support Online to learn more.

Learn more at  
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software-support-offerings\*\*](https://softwaresupport.hpe.com/software-support-offerings)



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