

HPE Networking Instant On Hardware Product End of Life Policy

HPE Aruba Networking is committed to communicating milestones for our HPE Networking Instant On products* that are planned for End of Life (EOL). This Policy is effective May 1, 2024.

Hardware end of Life

For any HPE Networking Instant On hardware product being planned for End of Life (EOL), HPE Aruba Networking issues an End-of-Life announcement no later than three (3) calendar months prior to the End of Sale (EOS) date. On the EOS date, the product is removed from the price list and is no longer available for purchase. The EOL announcement will also include the End of Support Life (EOSL) date, which is typically 3 years after the EOS date.

EOL milestones may vary for HPE Networking Instant On hardware that HPE Aruba Networking may OEM, depending upon the end-of-life policy of the OEM, which will be timely communicated as well.

If the EOS product is not available for replacement or repair, HPE Aruba Networking reserves the right to satisfy the support requirement by replacing the EOS product with substantially equivalent hardware.

Hardware Milestone Definitions

- **End of Life (EOL) Announcement: - 3 Months**

The date when HPE Aruba Networking announces the End of Sale and End of Support Life for a given hardware product to the general public. The EOL announcement is posted on the [HPE Networking Support Portal](#) (End of Life section) and on the [HPE Networking Instant On community](#).

- **End of Sale (EOS): Day 0**

This is the last date to order the product through typical sales channels. The product is no longer available for purchase after this date and is removed from all price lists. However, EOS dates are dependent upon the continued availability of stock, and at HPE Aruba Networking's discretion, the actual EOS date may be earlier or later than the published date. We strongly encourage customers to transition all backlog and new orders to the replacement product that is identified in the EOL announcement.

- **Last Day to Purchase Support Service Contract: +2 Years**

The last date to purchase, extend or renew a support service contract for the EOS product. At that time, such purchase, extension or renewal will be limited to a 1-year

* This document is specific to the HPE Networking Instant On products. For Enterprise product lines, please refer to the HPE Aruba Networking Enterprise End of Life policy document.

term maximum to coincide with End of Support Life date. Multi-year renewals are not offered past this date.

- **End of Support Life (EOSL): +3 Years**

The last date to receive support from HPE Aruba Networking TAC (Technical Assistance Center). After EOSL date, all maintenance support service calls for the product are unavailable, and the product reaches End of Maintenance Support Life.

Note: switches under hardware warranty after EOSL may still be physically replaced upon qualified failure.



Hardware device Firmware

- **Before the EOS of the hardware**

- Multiple software firmware images are released with new features.
- Software defects identified are only fixed on the latest software firmware release, which means that the latest software firmware release is the only one supported.

- **Post the EOS of the hardware**

- No new software firmware features shall be expected.
- Firmware patch releases may be available up to the EOSL milestone of the hardware. These releases address security-related bugs or serious service affecting customer issues.
- New cloud management features released (see below) after EOS of the hardware will not necessarily support the EOS hardware. The release note shall be consulted for details.

Access to product software firmware downloads and documentation may be discontinued after the EOSL date. License management may also be discontinued after this date.

HPE Networking Instant On Cloud Portal End of Life Policy

HPE Aruba Networking is committed to communicating milestones for our HPE Networking Instant On products* that are planned for End of Life (EOL). This Policy is effective May 1, 2024.

HPE Networking Instant On software products lifecycles are documented in their respective release notes.

All references made to “software” or “software release” under this title “HPE Networking Instant On Cloud Portal” refer to software made available through the before mentioned Portal.

Software Milestone Definitions

- **Initial Release Date: T0**

General availability date for new software release.

- **End of Maintenance (EOM):**

The End of Maintenance (EOM) marks the last date that HPE Aruba Networking Product Development and Engineering may release any final software maintenance or patch release for a software feature release.

With HPE Networking Instant On, each software feature release made generally available triggers the EOM of the previous software feature release.

The [HPE Networking Support Portal](#) (End of Life section) and on the [HPE Networking Instant On community](#) will reflect this EOM status update. Subsequent bugs and vulnerabilities will be targeted for a fix in the most recent software release branch as the latest software feature release is the only one supported.

- **Instant On cloud management of devices post hardware EOS:**

HPE Networking Instant On cloud management is maintained for HPE Networking Instant On hardware products for at least 5 years after their EOS date.

After reaching EOSL date, HPE Aruba Networking Customer Advocacy will provide software support only on a commercially reasonable effort basis to customers who were covered by a maintenance service contract until the EOSL date.

HPE Aruba Networking cannot guarantee that new features introduced in HPE Networking Instant On cloud management portal will be compatible with EOS hardware or firmware software running on them.