



HPE Aruba Networking

EdgeConnect Product Lifecycle Policy

Contents

- Document Revision History 2
- Document Overview 3
- Software Lifecycle Overview 3
 - Software Release Stream Cycle and Definitions 3
 - Software Support for Discontinued Hardware 4
 - Software Feature with Hardware Dependencies 4
 - Version and Release Stream Numbering 5
- EdgeConnect Hardware End of Life Overview 5
 - Hardware Warranty 6
 - Renewable Hardware Maintenance 6
 - Hardware End of Sale 6
 - End of Maintenance Policy 6
 - End of Support 7
- Summary 7



Document Revision History

Project name: HPE Aruba Networking EdgeConnect Product Lifecycle Policy

Document status: Final

Document Version	Date	Section and Text Revised
1.2	2023-09-26	<ul style="list-style-type: none">• Applied HPE Aruba Networking EdgeConnect template to entire document.• Linked to HPE Networking Support Portal in Software Release Stream Cycle and Definitions section.• Updated support for discontinued hardware section and hardware dependencies section
1.3	2023-10-31	<ul style="list-style-type: none">• Incorporated Hardware End of Life policy
1.4	2024-01-31	<ul style="list-style-type: none">• Final clarifications & cleanup
1.5	2024-03-19	<ul style="list-style-type: none">• Final review & approval



Document Overview

The HPE Aruba Networking EdgeConnect product line includes both hardware and software products. This document describes the lifecycle policy for software as well as the End of Life policy for hardware.

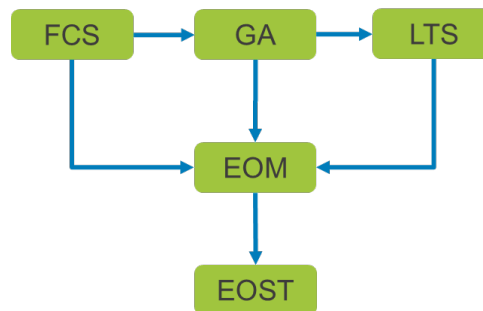
Software Lifecycle Overview

The HPE Aruba Networking EdgeConnect software lifecycle policy defines the stages of the software lifecycle from initial release to end of support. Our standard support phase begins with the First Customer Ship (FCS) date and ends at the End of Support (EOST) date. The intent of this policy allows a rapid introduction of new features and capabilities while aiding customers who seek a more modest upgrade policy with a less aggressive need to introduce new features.

Software Release Stream Cycle and Definitions

The following section outlines and defines the release stream cycle.

- First Customer Ship (FCS)
- Generally Available (GA)
- Long Term Support (LTS)
- End of Maintenance (EOM)
- End of Support (EOST)



FCS – an FCS version provides stability and scalability for broader customer availability. FCS code is absent of Priority 1 and 2 defects and is accompanied by online documentation, release notes, and generally updated technical document guides.

Note: An FCS software release may proceed to GA status, or it may be declared EOM with its functionality being rolled into a subsequent release.

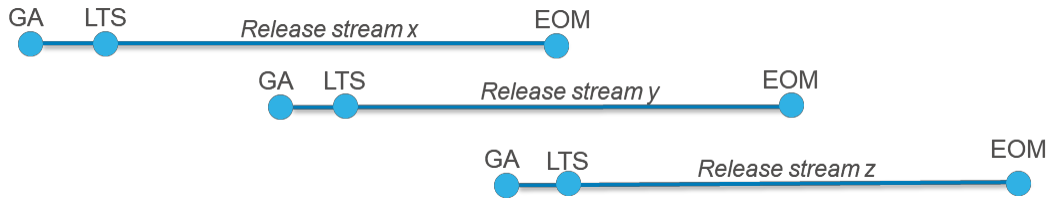
GA – for certain FCS releases, HPE Aruba Networking may designate the EdgeConnect software release as Generally Available (GA). GA meets the stability, scalability and performance requirements demanded by the market and provides the appropriate set of capabilities that HPE Aruba Networking believes will result in broad customer adoption. Once a candidate software release is designated as GA, then that specific software release stream is declared GA.

Generally, GA releases are accompanied by several ongoing maintenance releases that include incremental fixes encountered by a growing set of customers adopting the GA release. These maintenance releases themselves are sometimes released in FCS state and may eventually be declared GA. Note that during this time, the release stream itself is still GA, even if the latest release in the stream is FCS.

LTS – for customers seeking to remain on a stable release or prefer to adopt a longer upgrade cycle, HPE Aruba Networking designates certain EdgeConnect release streams as LTS. LTS release streams have longer maintenance cycles, and not all release streams become LTS. Once a release stream is designated as LTS, that release stream will be maintained for two (2) years from the day of achieving a GA designation, incorporating ongoing maintenance patches and incremental fixes, but generally no new major features. This approach mitigates risk or unintended side effects associated with new features, while creating a stable release well suited for production environments and a migration path from LTS to LTS. Information on the current LTS release streams and the general status of all releases can be found on the [HPE Networking Support Portal](#).



The release streams that are not designated as LTS will be declared EOM, as indicated in the state diagram above. By supporting overlapping LTS release streams, customers can transition from LTS release to LTS release seamlessly, as illustrated below.



EOM – HPE Aruba Networking EdgeConnect software lifecycle policy includes incremental maintenance releases to address certain defects encountered by customers, security patches, and on occasion, incorporate minor feature enhancements. The EOM announcement indicates the intent to no longer provide maintenance for a specific software release. However, if the customer:

- has a valid ECOS software license deployed on the appliance (hardware or virtual), or
- is under a valid maintenance contract,

HPE Aruba Networking will continue to provide customer support and TAC services for the release until the ECOS software is EOST. A list of current EOM releases is available on the [HPE Networking Support Portal](#).

EOM is generally set at one year after GA, but in the case where a software release stream is declared LTS, the EOM policy changes to two (2) years upon declaring the release GA.

EOST – as releases age and newer releases are introduced into the market, HPE Aruba Networking EdgeConnect software policy may declare the EOST for a software release. These are releases that are in the EOM state and no longer supported by TAC. An HPE Aruba Networking EdgeConnect EOST announcement is generally made at least 12 months prior to the intended EOST date.

Software Support for Discontinued Hardware

From time-to-time it may be necessary to discontinue hardware products. Hardware products are subject to their own end-of-life policies. When business necessities dictate, newer software releases may remove support for discontinued hardware. When this situation occurs, the most-recent, available, maintenance-level release that contains support for the discontinued hardware will continue to be supported until the discontinued hardware reaches the EOST milestone. During this time, the HPE Aruba Networking EdgeConnect software team may make available patch releases to address security related defects or serious service affecting customer issues.

Software Feature with Hardware Dependencies

With each new HPE Aruba Networking EdgeConnect software release, new services and capabilities may be introduced into the release. On occasion, however, some features may require certain substantial CPU and/or memory requirements to run effectively. In those rare instances, it may be possible that a new software release introduces some feature that may only run on certain EdgeConnect hardware models. In these cases, customers may still upgrade their SD-WAN gateways to the newer release, but not every new software feature that was introduced in that release may be available for use. In these situations, HPE Aruba Networking will not provide any hardware updates to make those features available – it is up to the customer to decide if they wish to upgrade their hardware at the then applicable price to support these new software features. The specific feature compatibility by EdgeConnect model will be documented in the release notes.



Version and Release Stream Numbering

Orchestrator and ECOS software utilize 3-digit and 4-digit version numbering schemes, respectively. In addition to these version numbers, Orchestrator and ECOS will also append a build number to identify a specific release build.

The Release Stream for both Orchestrator and ECOS is identified by the first 2 digits. Examples of these are provided below.

Orchestrator 8.10.11

- Major release number: 8
- Minor release number: 10
- Maintenance release number: 11
- Orchestrator Release stream: 8.10.x

ECOS 8.3.1.1

- Major release number: 8
- Minor release number: 3
- Maintenance release number: 1
- Patch release number: 1
- ECOS Release stream: 8.3.x

The definitions for the version schema are as follows:

- **Major release**
Major releases may include significant changes in behavior, new major features or functionality, significant increases in performance, new hardware platform support, and/or significant architectural changes. Major releases may also include bug fixes.
- **Minor release**
Minor releases may include minor changes in behavior, added functionality or smaller features, and may also address previous product defects.
- **Maintenance release**
Maintenance releases are generally focused on addressing product defects and include security fixes. Maintenance releases will generally not introduce changes in existing behavior or new features. Note there may be exceptions, particularly early on in a new code release stream. This may be necessary to bring a new release with many features to market in a phased and timely fashion. As a release matures, maintenance releases will be expected to predominantly contain bug fixes and/or security patches.
- **Patch release**
Patch releases generally contain fixes for specific customers. The fix(es) may or may not be back ported into the mainstream releases.

While the HPE Aruba Networking EdgeConnect release numbering scheme generally adheres to the above, customers must thoroughly review the release notes that accompany each Software Release to gain a complete understanding of the impact of any new Software Release.

EdgeConnect Hardware End of Life Overview

As part of the integration into HPE Aruba Networking, the EdgeConnect hardware lifecycle policies have been adapted to better conform with HPE Aruba Networking general End of Life practices. The policy described here is applicable to all existing EdgeConnect customers with active contracts and who have procured their products and continue to transact business through Silver Peak Systems LLC. EdgeConnect gateway products procured from Silver Peak LLC can be optionally enhanced with Silver Peak Systems LLC's Renewable Hardware Maintenance service described below.

For customers who procure their EdgeConnect hardware through HPE Aruba Networking as opposed to Silver Peak Systems LLC, a different set of service offerings and policies is available and described online at <https://www.arubanetworks.com/support-services>.



Hardware Warranty

All EdgeConnect hardware platforms come with a standard 1-year warranty that starts upon shipment and that provides protection against any hardware defects in material, quality, and workmanship and performance to applicable published specifications. HPE Aruba Networking makes the determination as to the existence and cause of any alleged defect. As part of this warranty, HPE Aruba Networking takes responsibility for and reserves the option to either repair or replace the defective product with the same model or a functional equivalent of HPE Aruba Networking's choosing or refund the purchase price for the product. The initiation of the replace/repair process must first be authorized by HPE Aruba Networking and can be initiated by contacting customer support and requesting a Return Merchandise Authorization (RMA) for the specific EdgeConnect gateway. This standard warranty requires the return of the defective product before the replacement can be processed.

Renewable Hardware Maintenance

Renewable Hardware Maintenance from Silver Peak Systems LLC is an optional program that provides **Advanced Replacement** capability for failed hardware and is available from the day the product ships. The offering entails shipping replacement hardware on the same day, using a Priority or Next Business Day carrier, if the failure is diagnosed and confirmed by HPE Aruba Networking global support by 12:00PM noon, local time of the supporting depot. This RMA shipment capability is offered in many countries within reach of Silver Peak Systems LLC's globally positioned depots. Beyond these countries, the HPE Aruba Networking EdgeConnect team dispatches replacement hardware from the nearest depot, using the fastest standard service. This program entitles the customer to continue receiving Advance Replacement RMA services, with the same-day shipment policy for each year the maintenance service is extended. Although a Priority or "Next Business Day" carrier is utilized when shipping the RMA, the actual arrival of the RMA to its destination is determined solely by the courier service.

Renewable hardware maintenance starts on the hardware ship date and no gaps in maintenance coverage are allowed. Customers who do not purchase renewable hardware maintenance at the time of hardware shipment may purchase this service at a later point in time (e.g., 1 year later), but must also bridge the gap period between initial ship date and the date when the service is purchased. As part of this service, HPE Aruba Networking pays for all freight, duties, and taxes associated with RMA and the return of the failed unit. Lapses in hardware maintenance are not permitted - once an appliance's hardware maintenance policy expires, the hardware becomes ineligible for hardware maintenance policy renewal.

Hardware maintenance is available in multiple terms and is renewable. Eligibility of hardware for renewal hardware maintenance is described by the policy below.

Hardware End of Sale

The End of Sale date marks the date after which a hardware product model is no longer orderable. Hardware products deployed in the field will continue to be supported under the terms described earlier. Reasonable attempts will be made to provide End of Sale notification **three** months before the actual EoS date. In the notification, suitable replacement product(s) are mentioned, when applicable. Any EdgeConnect that is under Hardware Maintenance past the EoS date may be replaced by the same model or a newer compatible model at HPE Aruba Networking's discretion.

End of Maintenance Policy

The original Silver Peak Systems LLC End of Maintenance policy allowed customers to purchase renewable hardware maintenance for up to 5 years from the hardware appliance's ship date. As of **Nov 1, 2023**, this policy has been updated to allow purchase of renewable hardware maintenance for up to 5 years after the EdgeConnect model is declared End of Sale. This new policy enables customers with EdgeConnect models **currently** under a valid hardware maintenance contract to continue purchasing maintenance, even if the EdgeConnect gateway has already reached its 5-year anniversary, up until the 5-year milestone post End of Sale. This policy applies to EdgeConnect models only and includes End of Sale models under the prior End of Maintenance policy (ship date) that have an original End of Maintenance date that falls after Nov 1, 2023.

Example: if an EdgeConnect model was declared End of Sale on Dec 1, 2021, a unit that was shipped on Jan 1, 2019, would have an End of Maintenance date of Jan 1, 2024 (5 years from ship date) per the original Silver Peak Systems LLC



policy. Under the new policy, if that unit is still under hardware maintenance as of Nov 1, 2023, then it will continue to be eligible for hardware maintenance until Dec 1, 2026.

Any EdgeConnect that is under hardware maintenance past the End of Sale date may be replaced by the same model or a newer compatible model at HPE Aruba Network’s discretion.

End of Support

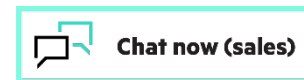
The End of Support is a milestone that indicates the end of software support for a specific EdgeConnect model. The End of Support date is set at **7 years** after the declared End of Sale. After this date, any new software releases may no longer support the hardware model, documentation of the model may no longer be updated, and all support services for the product model, as the product has reached its End of Life.

Summary

Standard Hardware Warranty	1 Year
End of Sale (EoS) announcement	~3 months prior to EoS
End of HW Maintenance	+5 years after End of Sale
Last Day to Renew HW Maintenance Contract	+4 years after EoS. The service renewal will be limited to a 1-year term.
End of Support	+7 years after End of Sale.

Learn more at

hpe.com



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