



***HPE NIMBLE STORAGE ANNOUNCEMENT* - End of Support (EOS) for AFx000, CSx000, and SFx00 Series Array Products; ES2 and AFS2 Expansion Shelves**

Please carefully read this entire announcement as it contains important information.

HPE Services announce the End of Support (EOS) for HPE Nimble Storage AF1000, AF3000, AF5000, AF7000, AF9000, CS1000H, CS1000, CS3000, CS5000, CS7000, SF100, and SF300 series array models and ES2 and AFS2 expansion shelves as of October 31, 2024, which includes both hardware and software support for these models.

HPE recommends contacting your Sales Partner or HPE Account Team for options to upgrade your arrays to the latest HPE technology. For those without defined partners or account teams, use the following contacts:

- Find a partner: <https://partnerconnect.hpe.com/partners>
- Chat now (Sales): <https://www.hpe.com/global/hpechat/index.html>
- Call now (Sales): <https://www.hpe.com/us/en/contact-hpe.html>

Once the hardware reaches EOS:

- Support contracts and corresponding SLAs for these models will no longer be valid.
- HPE InfoSight, Case Automation, and other services will stop functioning for these products; HPE Services will no longer act upon issues observed in DNA, Heartbeat, alert and other data.
- Replacement parts for failed components will not be available.
- HPE Services will not release additional software with fixes or enhancements for these models.
- HPE Services will not troubleshoot issues on arrays that are EOS.
- HPE Services will not assist with sanitizing, re-imaging, or migrating data off of EOS arrays.
- HPE Services will not release NimbleOS software to allow updates of EOS arrays with the intent of group merge for data migration.
- Groups with any EOS products will not be able to update.

Further information regarding specific models and HPE Alletra 6000, Alletra 5000, Nimble Storage EOA AND EOS Policies for Hardware and Software can be found here:

- <https://infosight.hpe.com/InfoSight/media/local/active/99/Nimble%20EOA%20and%20EOS%20Policies.pdf>

The End of Life Update for HPE Nimble Storage Family (AFx000, CSx000, SFx00) document can be found here:

- <https://infosight.hpe.com/InfoSight/media/local/active/108/HPE%20Nimble%20Storage%20EOL%20Update%20Sept%202018.pdf>

HPE Services reserves the right to discontinue products sooner based on customer/business requirements.

Questions or concerns?

If you wish to contact HPE Services regarding this announcement, please contact us at support@nimblestorage.com. If you wish to stop receiving these notifications, please also contact us at support@nimblestorage.com asking to opt-out of Support notifications.

Regards,

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Telephone and Email Support is available 24x7. Contact details for your location can be found at the following web page:
<https://www.hpe.com/us/en/services/nimble-storage.html>.