



Hewlett Packard
Enterprise

HPE Serviceguard for Linux(SGLX) Support Letter

Applicable for all 11.20.xx and 12.xx.xx versions of SGLX

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Contents

Overview	2
Glossary	2
Introduction.....	3
HPE SGLX Release Life Cycle	3
Major Release (MR):.....	3
Minor Update Release (MUR):	3
Patch Release:.....	3
Understanding HPE SGLX Versions	3
Difference between MR, MUR and Patch:.....	4
HPE SGLX Support Life Cycle.....	5
Divisional Support (DS):	5
Prior Version Support with Sustaining Engineering (PVS w/ SE).....	5
Prior Version Support without Sustaining Engineering (PVS w/o SE).....	5
Differences between Divisional, PVS w/ SE and PVS w/o SE support phases	6
SGLX Support Timelines and Milestones.....	6
Document Revision History.....	8

Overview

This document explains the Serviceguard for Linux (SGLX) support lifecycle, release and update mechanisms, and product versions. This information is subject to change without notice.

Glossary

Table 1: Acronyms used in the document.

Acronym	Description
GA	General Availability - The date when the product was made available to customers
OS	Operating System
RHEL	Red Hat Enterprise Linux
SLES	SLES Linux Enterprise Server
SGLX	HPE Serviceguard for Linux
MR	SGLX Major Release
MUR	SGLX Minor Update Release

Introduction

To ensure that you have the most up to date products to safeguard your business continuity and to assist you with your future systems planning, Hewlett Packard Enterprise would like to share with you the release and support lifecycle of Serviceguard for Linux (SGLX).

HPE SGLX Release Life Cycle

SGLX delivers periodic releases to provide new functionality, enhancements, enable new hardware / virtualization platforms, support new OS versions, deliver tightly integrated solutions for new third-party software's or certify recent versions of those already supported and to provide defect fixes to customers. The releases can be classified as Major Release, Minor Update Release and patches based on the release schedule and content.

Major Release (MR):

A SGLX MR delivers significant change to the product from its previous version. SGLX will provide seamless migration mechanism to upgrade to the latest MR's.

Minor Update Release (MUR):

A SGLX MUR delivers new functionality, enhancements, new hardware / virtualization platform enablement, support for new OS versions, new solution offerings for select third-party software or support new versions for existing solutions. MUR's will also deliver defect fixes and will be the primary release mechanism for the same.

There will be no major architectural changes to the product. Existing functionality, scripts and configurations will continue to work without any modification. MURs are fully backward compatible with hardware / virtualization platforms used by the customer with the previous MUR / MR. MURs are tied to a MR and are applicable only to that MR. MURs are cumulative in nature and includes all changes delivered in previous MURs and patches delivered for the MR.

Customers with valid support contracts will have access to MURs. HPE recommends customers to upgrade to the latest MUR to take advantage of the enhancements and defect fixes. Customers performing fresh install of SGLX can directly install the latest MUR.

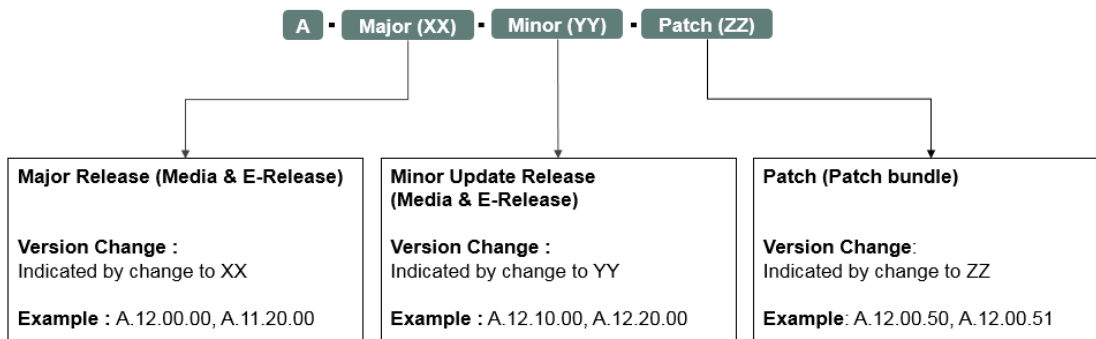
Patch Release:

SGLX Patch Release delivers off-cycle defect fixes in the absence of a planned MUR. Patches are cumulative in nature and will incorporate all changes delivered in previous MURs and patches made available for the specific MR. Customers with valid SGLX support contracts will have access to patches delivered. MURs will remain the primary delivery mechanism for defect fixes for all SGLX portfolio product. Patches can only be installed on top of a MR or an MUR.

Understanding HPE SGLX Versions

SGLX product versions has three main parts. The major number followed by the minor number the patch number

Figure 1: SGLX release versions explained



Difference between MR, MUR and Patch:

Table 2: Differences between MR, MUR and a Patch

	Major Release	Minor Update Release	Patch Release
Naming Examples	SGLX A.12.00.00	SGLX A.12.10.00	SGLX A.12.00.51
Indicative Release Contents	Driven by major architectural, behavioral and functional change to product from previous version.	<ul style="list-style-type: none"> • Introduction of new features or enhancements¹ • New platform enablement (hardware/virtualization)¹ • New Major or Minor OS support¹ • New solutions offering for select third-party software support¹ and support new versions for existing solutions • Defect Fixes² 	<ul style="list-style-type: none"> • Deliver defect fixes for customers on OS versions out of Production phase (RHEL), General Support phase (SLES). • Deliver critical defect fixes if required between MUR's
Backward Compatibility <ul style="list-style-type: none"> • Hardware Platform^{3, 6} • Virtualization Platform^{3, 6} • Operating System^{4, 6} • Third-party software version^{5, 6} 	Announced at time of release	Yes	Yes
Install type	Fresh install ⁷	Fresh install and Upgrade	Upgrade only
Install requirement	None	None	Major or Minor Update Release
Cumulative	No	Yes	Yes

Important

For latest information on SGLX supported hardware, virtualization platforms, OS versions, third-party software versions etc. please refer to the latest "HPE Serviceguard for Linux certification matrix Base/Advanced/Enterprise Edition at <http://www.hpe.com/info/linux-serviceguard-docs> "

Note

SGLX provides tightly integrated solution offerings for specific third-party software like Oracle, SAP, Microsoft SQL Server etc. and open source components like MD RAID and LVM mirroring etc. These product offering are fully supported by HPE and the scope for such support is limited to the functionality offered by the SGLX integration. These components have their own support policies, limitations or requirements that are defined and governed by the vendor. Any issues or concerns with the behavior of these components may require assistance from the vendor and in some cases

¹ Support for new enhancements are delivered via an MUR's, customers must upgrade to the relevant MUR to use these enhancements. All new enhancement will be offered for OS Versions (major and minor) that are in Production Phase (RHEL) and General Support phase (SLES) respectively. E.g. A.12.00.00 supported RHEL5, however MUR A.12.10.00 are not delivered for RHEL 5 as it is out of Production phase support. Customers on RHEL 5 will continue to receive defect fixes via patches in accordance with support agreements and polices. There will be no further MUR's for RHEL 5. For more details on the OS support timelines refer to corresponding OS vendor websites

² MUR's are the primary delivery mechanism for defect fixes. HPE strongly recommends customers to always upgrade to the latest available MUR

³ If the hardware (server, storage) or virtualization platform is certified for a MR, recertification will not be required for the subsequent MUR. E.g. If 12.00.00 is certified for a given hardware / virtualization platform no recertification will be required for 12.20.00.

⁴ All OS versions (major and minor) supported for a given MR will be supported on the subsequent MUR provided the Major OS versions are under Production phase (RHEL) and General support phase (SLES) respectively. Ex: SGLX A.12.00.00 supports RHEL 5. The "SGLX A.12.10.00" MUR does not support RHEL 5 as it is out of production phase prior to GA of MUR SGLX A.12.10.00. For information on RHEL and SLES OS lifecycle dates refer to the corresponding OS vendor websites

⁵ In case of solution offerings for select third-party software, a version of the same supported in a MR will continue to be supported in the subsequent MUR's. E.g. If SGLX Advanced Edition A.12.00.00 supports certain functionality for Oracle 11gR2, the functionality will continue to be supported in SGLX A.12.20.00.

⁶ HPE will make commercially reasonable efforts to provide backward compatibility for Hardware / Virtualization platforms, OS version and third-party software's between the two most recent MR's. This will be announced at the time of release of the new MR.

⁷ MR's can also be used to upgrade from the previous MR, special instructions and easy migrate mechanisms will be made available at the time of release

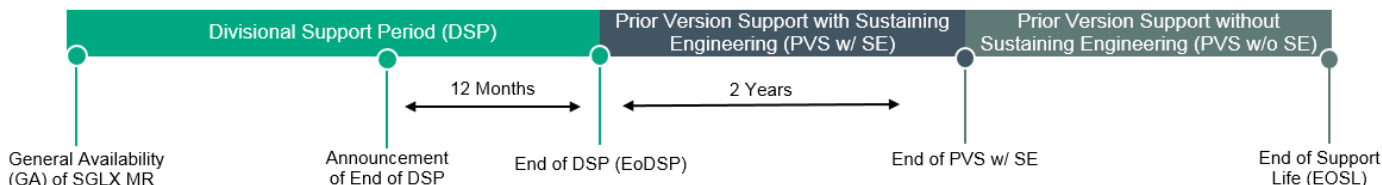
General Reference

input from vendor may be necessary to diagnose the nature of a problem even if the problem originates in Serviceguard. In cases where the problem is triaged on the component, fixes or deliverable from the vendor may be required to adequately solve the problem.

HPE SGLX Support Life Cycle

SGLX portfolio of software provides support in two stages, Divisional Support during the Divisional Support Period (DSP) and Prior Version Support (PVS) post the DSP. PVS with Sustaining Engineering will be provided for a minimum of two years form the End of Divisional Support Period (EoDSP) followed by PVS without Sustaining Engineering (PVS w/o SE) until End of Support Life (EOSL) of the product. The EoDSP may be accompanied by the GA of the next MR.

Figure 2: SGLX support lifecycle and milestones



Divisional Support (DS):

HPE SGLX offers Divisional Support for the most recent MR. the Divisional Support Period (DSP) begins from the GA date of the MR. The End of Divisional Support Period (EoDSP) will be announced at least twelve months prior to the actual date. The EoDSP could be accompanied by the GA of the next SGLX MR.

Divisional Support phase provides customers with comprehensive remote software support services. Customers with valid support contracts can access all released MURs and patches which deliver fixes for defects found during this phase in accordance with your support agreement and applicable support policies. In addition to that customers will also receive new functionality, enhancements, new hardware / virtualization platform enablement, support for new OS versions, new solution offerings for specific third-party software and support for new versions of existing solutions. For more details on the same refer [data sheet](#).

Prior Version Support with Sustaining Engineering (PVS w/ SE)

HPE SGLX offers PVS w/ SE support for the second most recent MR for a period of at least two years from the EoDSP of the MR. Prior Version Support (PVS) provides remote software technical support service for non-current versions of the product. PVS with sustaining engineering (PVS w/ SE) also includes the ability to create new patches as required.

During this phase customers with valid support contracts can access all previously released MURs and patches. They will continue to receive defect fixes through patches for issues found during this phase in accordance with support agreement and applicable support policies. Active software development is ongoing only for the most current MR and HPE strongly recommends that customer move to the most current MR to take advantage of new feature and enhancements. For more information on PVS w/ SE refer [data sheet](#).

Prior Version Support without Sustaining Engineering (PVS w/o SE)

PVS w/o SE provides remote software technical support service for select older MR versions of the product. During this phase customers with valid support contracts can access previously released MURs and patches. There will be no active or sustaining engineering. HPE strongly recommends that customer move to the most current MR to take advantage of new enhancements and also to receive fixes. For more information on PVS w/o SE refer [data sheet](#).

Differences between Divisional, PVS w/ SE and PVS w/o SE support phases

Table 2: Support phases and respective benefits

	Divisional Support	PVS w/ SE	PVS w/o SE
Access to all available releases for a major version (MUR & patch)⁸	Yes	Yes	Yes
Upgrade to the next major version⁸	Yes	Yes	Yes
Support for enhancements <ul style="list-style-type: none"> • New product functionality and enhancements⁹ • New hardware or virtualization platform enablement⁹ • New OS major / minor version certification • New solution offerings for specific third-party software⁹ • Support for new third-party software versions for existing solutions⁹ 	Yes	No	No
<ul style="list-style-type: none"> • Defect fixes for issues for found in this phase • New OS minor version and kernel errata certification⁹ 	Yes ¹⁰	Yes ¹¹	No

SGLX Support Timelines and Milestones

Table 3: SGLX MR Timelines.

SGLX Product Name and Version	General Availability(GA)	End of Divisional Support Period (EoDSP)	End of PVS with SE (EoPVS w/ SE)	End of Support Life(EOSL) / End of PVS w/o SE (EoPVS w/o SE)
A.12.00.00	Feb 2014	Yet to be announced ¹²	Yet to be announced	Yet to be announced
A.11.20.00	Jun 2012	Feb 2014	Apr 2016	Yet to be announced

⁸ Refer data sheet for more details in the respective sections [DS](#), [PVS w/ SE](#), and [PVS w/o SE](#).

⁹ Enhancements, platform enablement and new version certifications are delivered via an MUR's, customers must upgrade to the relevant MUR to receive the same. All new enhancement will be offered for OS Versions (major and minor) that are in Production Phase (RHEL) and General Support phase (SLES) respectively. E.g. A.12.00.00 supported RHEL5, however MUR A.12.10.00 are not delivered for RHEL 5 as it is out of Production phase support. Customers on RHEL 5 will continue to receive defect fixes via patches. There will be no further MUR's for RHEL 5. For more details on the OS support timelines refer to corresponding OS vendor websites

¹⁰ Fixes can be delivered via a MUR or a patch, customer must move to the relevant MUR or patch to receive these fixes. HPE strongly recommends customers to always upgrade to the latest available MUR or patch

¹¹ Fixes will mostly be delivered via patches in this phase

¹² HPE will provide a minimum of 12 months' notice before announcing End of Divisional Support for a MR

General Reference

Figure 2: SGLX MR Timelines and milestones

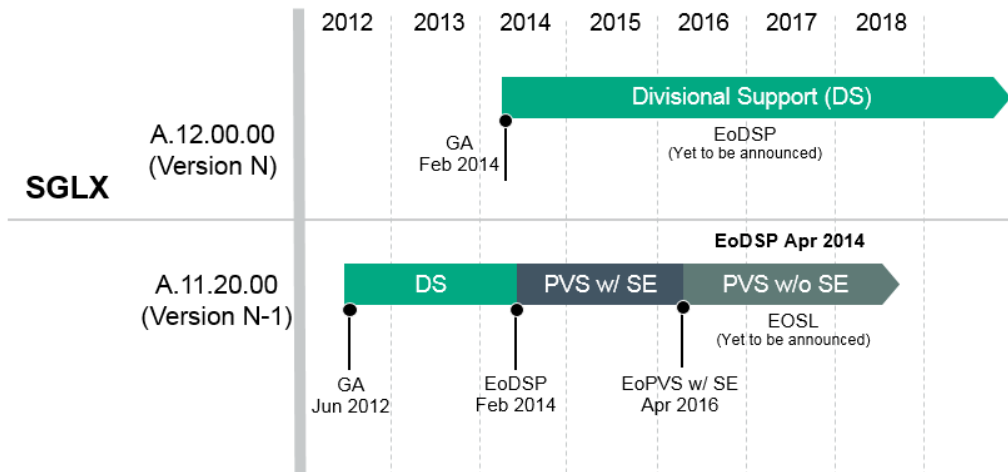


Table 4: SGLX milestones and its definitions.

Term	Definition	Example
N	Most recent or current major release	SGLX A.12.00.00
N-1	One Major release prior to the current major release	SGLX A.11.20.00
GA	The date of introduction of a SGLX release. The date when the release was made available to customers.	SGLX A.12.00.00 – Feb 2014 SGLX A.11.20.00 – Jun 2012
DS	Divisional Support – Offered for the current MR	SGLX A.12.00.00 is the current MR under DS
DSP	Divisional Support Period	SGLX A.12.00.00 – Ongoing SGLX A.11.20.00 – Feb 2014
Ao EoDSP	Announcement of End of DSP – At least 12 months prior to the actual EoDSP date	
EoDSP	End of Divisional Support Period	SGLX A.11.20.00 – Feb 2014 SGLX A.12.00.00 – Yet to be announced ¹²
PVS w/ SE	Prior Version Support with Sustaining Engineering	SGLX A.11.20.00 – Ended Apr 2016 SGLX A.12.00.00 – Ongoing
EoPVS w/ SE	End of PVS w/ SE - At least two years from the date of EoDSP	SGLX A.11.20.00 – Ended Apr 2016 SGLX A.12.00.00 – Min 2 years after EoDSP
EOSL	End of support life – End of any form of support for a given major release(end of PVS w/o SE)	SGLX A.11.20.00 – Yet to be announced SGLX A.12.00.00 – Yet to be announced

Document Revision History

Version	Date	Changes
1.0	Feb 15 th 2018	Updated with changes for A.12.10.00 & A.12.20.00
1.1	March 4 th 2019	Updated title page – Removed MUR version specific information

Learn more at

www.hpe.com/servers/sqlx

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