



HPE Helion OpenStack - Product Lifecycle and Support Policy Statement

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Environment

HPE Helion OpenStack 1.x
HPE Helion OpenStack 2.x
HPE Helion OpenStack 3.x
HPE Helion OpenStack 4.x
HPE Helion OpenStack 5.x
HPE Helion OpenStack 8.x

Issue

HPE customers are asking for the support policy statement for current & future HPE Helion OpenStack software.

Cause

{none}

Resolution

Hewlett Packard Enterprise released the below support policy statement for the HPE Helion OpenStack product portfolio.

Questions about this policy statement should be redirected to the HPE Technical Support Cloud Center of excellence:

By phone: <https://hpe.com/contact> or automatic ticket creation using HPESC: <https://hpe.com/support/HPESC>

For guidance on how to create an electronic HPESC support case: <https://hpe.com/Helion/Support>

How to use Use the release naming convention of: N.x.y

Major release:

Release adds major functionality and potentially introduces new API versions and removes deprecated APIs.

As an example, every new OpenStack upstream revision (Liberty, Mitaka) is a major release. At least one major release a year will be designated an LTS (Long Term Support) release. See product-specific sections for more details on cadence.

Release number denoted by an incremental major number (minor # is Zero). Eg: 2.0; 3.0; 4.0 etc.

Minor release:

Release fixes bugs and/or adds incremental functionality (features) without breaking backwards compatibility / API contracts.

Release number denoted by an incremental minor number (major # is same as previous release). Eg: 2.1, 2.2 etc.

Servicing release (also known as “service pack” or “patch release”):

Service releases are generally available and replace the major/minor releases on HDN. Servicing releases roll up our servicing branch, are triggered by high-priority issues (e.g. critical vulnerability or stability fixes), and contain only the minimum changes necessary to address these issues. Does not contain features or fix lower-priority issues.

Release number denoted by an incremental revision number (major and minor #s same as previous release). Eg: 2.0.1 etc.

User hotfixes:

Does not have a release number instead has a build number (release # stays constant from previous release).

Eg. 2.0.0.664 patched to 2.0.0.730. This ships on-demand and is customer-driven.

Hotfixes are not generally available (i.e. do not replace the generally available bits on HDN(<https://helion.hpwsportal.com>)).

Support lifecycle statement for HPE Helion OpenStack 1.x/2.x/3.x:

The current product lifecycle policy for HPE Helion OpenStack spans over a 2 year period comprised of 1st year Active Support with 2nd year for Critical Security Support.

Table 1: Product Lifecycle Policy – 2 year support for HPE Helion OpenStack version 2.x, and 3.x

Phase:	Duration:	Policy:
Active support	1st year	No backporting of new features except upgrade to latest major (N.) release
		Must be on latest (.y) release within (N.) family: Critical and major issues & Critical security fixes
		All forms of support (phone/web-portal)
Critical Security Support	2nd year	No new features
		Must be on latest (.y) release within (N.) family: Critical security fixes (at HPE discretion)
		All forms of support (phone/web-portal)

Table 2: Indication of HPE Helion OpenStack product lifecycle dates:

Product	General Availability	End of Active Support	End of Maintenance Support	End of Critical Security Support / End Of Support Life
HPE Helion OpenStack 1.x	September 2014	September 2015	not applicable	May 2016
HPE Helion OpenStack 2.x	October 2015	October 2016	not applicable	October 2017
HPE Helion OpenStack 3.x	May 2016	May 2017	not applicable	May 2018
HPE Helion OpenStack 4.x	October 2016	October 2017	October 2018	October 2019
HPE Helion OpenStack 5.x	August 2017	August 2018	August 2019	August 2020
HPE Helion OpenStack 8.x	August 2018	August 2019	August 2020	August 2021

Future support lifecycle statement starting with HPE Helion OpenStack 4.0 release:

The lifecycle policy for HPE Helion OpenStack will be expanded to a 3 year period comprised of 1st year Active Support, 2nd year Maintenance Support, and 3rd year for Critical Security Support effective October 2016.

Table 3: Product Lifecycle Policy – 3 year support for HPE Helion OpenStack version 4.0 and beyond:

Phase:	Duration:	Policies:
Active Support	1st year	No backporting of new features except upgrade to latest major (N.) release
		Must be on latest (.y) release within (N.) family : Critical and major issues & Critical security fixes
		All forms of support (phone/web-portal)
Maintenance Support	2nd year	No new features
		Must be on latest (.y) release within (N.) family: Critical issues (at HPE discretion) & Critical security fixes (at HPE discretion)
		All forms of support (phone/web-portal)
Critical Security Support	3rd year	No new features
		Must be on latest (.y) release within (N.) family: Critical security fixes (at HPE discretion) All forms of support (phone/web-portal)
		All forms of support (phone/web-portal)

Anticipated Patch Frequency (estimated): 4 per year (1st year, 2 per year (2nd year), ad hoc (3rd year).

This document can easily be viewed using the vanity url: <https://hpe.com/Helion/LifeCycleSupportStatement>

[Click here for more information](#) on HPE Helion Services offered through HPE Pointnext Advisory & Professional Services.

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