

# Hitachi Vantara Support Services

## End-of-Life Policy

Products reach the end of their product lifecycle as changes occur in market demand, technology innovation, new product development, or simply when a product ages and is replaced by a richer technology. Hitachi Vantara understands that end-of-life programs often encourage companies to review the way in which end-of-life activities may affect their business systems and practices.

To accommodate our customers' product planning strategies, Hitachi Vantara has established an official End-of-Life Policy to help you plan for and transition to new, more advanced offerings. The End-of-Life Policy applies to all Hitachi-branded products entering End-of-Life on or after **April 1, 2007**. The End-of-Life Policy does not apply to a product that is already subject to an End-of-Life announcement.

To view the complete Hitachi Vantara Product Life-Cycle Matrix, [click here](#).

Except as otherwise provided in an End-of-Life announcement or the Product Life-Cycle Matrix, Hitachi Vantara will continue to maintain the product in substantial conformance with the Published Specifications for a period of five (5) years from the Withdraw from Sale date. The Withdraw from Sale date is the last date to order the product through normal Hitachi Vantara point-of-sales mechanisms. After this date, the product is no longer generally available. However, some products, such as servers and racks, may have a different period that will apply and the applicable period of the EOSL Service obligation will be stated on the Product Life-Cycle Matrix.

## End-of-Version/End-of-Life- Software

For complete details of our software support terms, please refer to the [Online Terms](#).

- Hitachi Vantara only supports the array-based software or operating software if Hitachi Vantara is also maintaining the equipment on which it is installed.
- Hitachi Vantara may refuse to supply Patches and Fixes for software if the problem or defect can be resolved by upgrading to the current version.
- Hitachi Vantara's obligation to provide customer with software support is contingent on the following: (a) the software must be covered under a valid license; (b) the software must be covered under a current support agreement; and (c) the software must be operating in a Hitachi Vantara-supported configuration.

## Additional Terms

- Hitachi Vantara may change, update or modify this document from time to time.
- Hitachi Vantara will use commercially reasonable efforts to provide You with the EOSL announcement for a Product at least three (3) months' prior to the Withdraw from Sale Date.
- For Products that have been announced EOSL, Hitachi Vantara may at its discretion, provide Services in accordance with the WMS Terms on a "Best Effort" support basis (as described below) and further subject to an increase on the monthly fees payable by You for the Services. Hitachi will make Services available to You for a period of up to a maximum of twelve (12) months from the date of the EOSL announcement ("**Extended Support Period**"). Hitachi Vantara reserves the right to not supply the Services, or otherwise cancel all or any part of the support arrangement at any time during the Extended Support Period, due to lack of available parts.
- "Best Effort" support from Hitachi Vantara means the following:
  - (a) You will remain eligible for equipment repairs by means of spare parts replacement, whereby Hitachi Vantara will make commercially reasonable efforts to maintain adequate spare parts supply, though there is no guarantee that spare parts will be available.
  - (b) There will be no further software features or functions added to the End of Life Products and You will not receive any further Patches and Fixes, Service Packs or Updates. Hitachi Vantara will provide the software support to the best of its ability, with available resources.
  - (c) Engineering support is no longer available for End of Life Products after their EOSL date.
  - (d) Best Effort support may be cancelled or terminated by Hitachi Vantara at its discretion, regardless of published dates. Either Party may terminate the supply of Best Efforts support without liability to the other by providing no less than thirty (30) days prior written notice.

## Product Definitions

Product Definitions	
<b>Array-based Software</b>	<ul style="list-style-type: none"> <li>License key-enabled features and functionality embedded in the Operating Software, but not required to operate Hitachi Vantara Hardware.</li> </ul>
<b>Current Version</b>	<ul style="list-style-type: none"> <li>Latest generally available Version of the Software released by Hitachi.</li> </ul>
<b>Fixes</b>	<ul style="list-style-type: none"> <li>Error corrections to the Software.</li> </ul>
<b>Hardware</b>	<ul style="list-style-type: none"> <li>Hitachi Vantara storage equipment.</li> </ul>
<b>Patches</b>	<ul style="list-style-type: none"> <li>Minor enhancements to the Software that typically provide interoperability updates.</li> </ul>
<b>Product</b>	<ul style="list-style-type: none"> <li>Hitachi Software and Hardware.</li> </ul>
<b>Service Pack</b>	<ul style="list-style-type: none"> <li>An accumulation of Fixes and Patches into a generally available package applicable to the Current Version of the Software, v1.r1.r2 released at the same time as a new maintenance level and targeted at Hitachi Vantara's existing Software install base.</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>The object code format of (i) programming firmware embedded in the Equipment to enable it to perform its basic functions or to operate or manage the Equipment ("Operating Software"); (ii) stand-alone software programs supplied by Hitachi Vantara, including their license keys where applicable, which do not fall within section (i) ("Programs"); and (iii) any Updates, Documentation and Published Specifications.</li> </ul>
<b>Upgrade</b>	<ul style="list-style-type: none"> <li>Releases that contain new additional features that significantly increase the basic functionality of the Product and for which Hitachi Vantara elects to charge separately to its customers generally.</li> </ul>
<b>Version</b>	<ul style="list-style-type: none"> <li>A generic term for code corrections, Service Packs, maintenance releases, minor releases, and major releases of the same Software, generally made available by Hitachi Vantara to its customers.</li> </ul>