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Product Announcement   End-of-Support of First-Generation CP-HW-500

Aruba, a Hewlett Packard Enterprise company is announcing End-of-Support for the first-generation of the CP-HW-500 appliances. The first-generation CP-HW-500 appliances included 4GB of memory and can no longer support the latest version of ClearPass, version 6.7. The End of Support date for the first-generation appliances is April 6, 2019 to coincide with the End-of-Life of ClearPass 6.6. Customers with first-generation appliances will no longer be able to renew support contracts after April 6 2018 to coincide with the End of Development of ClearPass 6.6.
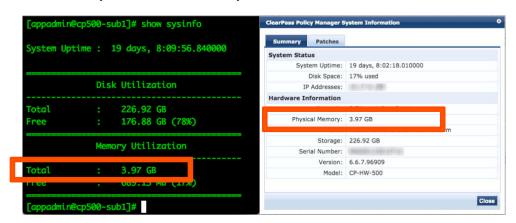
The first-generation CP-HW-500 appliance was replaced with a different hardware platform on September 1, 2015. The first-generation appliance has 'ClearPass – CP500' on its faceplate.

It can also be identified by the amount of memory installed as shown below.

Customers who purchased CP-HW-500 after September 1, 2015 will continue to be able to renew support contracts on appliances until July 1, 2023 per the End-of-Sale of ClearPass Legacy Licensing SKUs announcement.

The second-generation appliance has "ClearPass Appliance" on its faceplate and features 8GB of RAM. Hardware appliances sold under the JW770A SKU were second-generation appliances.

For customer impacted by this End-of-Support, you may purchase a JZ508A to upgrade to a second-generation appliance.

Definitions:
- End-of-Support Announcement (this document): Date of official end-of-sales notice.
- End-of-Support Date: The first day the product is no longer supported by Aruba, a Hewlett Packard Enterprise company.

End-of-Sale Milestones:
- End-of-Support Announcement: January 15, 2018
- End-of-Support Date: April 6 2019

Ordering Help & Resources:
- Product Information on ClearPass:
  - **http://www.arubanetworks.com/products/security/network-access-control**

For questions regarding this End-of-Support announcement, contact eos@arubanetworks.com.