Moving from HPE Helion OpenStack to SUSE OpenStack Cloud

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Summary

Following the 2017 acquisition of HPE OpenStack talent and assets by Micro Focus, all functionality, development and support of HPE Helion OpenStack software has now been fully integrated into the roadmap for SUSE OpenStack Cloud. As a result, HPE plans to End of Life (EOL) the HPE Helion OpenStack SKUs after version 8.

Background

HPE Helion OpenStack 8 was designed to preserve the HPE Helion operator experience, as well as to transition to the SUSE Enterprise Linux base operating system. This provides a software upgrade path for a safe and simple transition for customers from Helion OpenStack version 8 to SUSE OpenStack Cloud. Active subscriptions and contracts for existing HPE Helion OpenStack customers will be honored until the end of their subscription terms.

If customers want to purchase OpenStack subscriptions after these terms expire, they will be able to purchase and migrate to the current SUSE OpenStack Cloud version through the HPE OEM Pricelist, maintaining the same HPE sales and support models to which they are accustomed.

HPE is committed to ensuring that our existing Helion OpenStack customers are supported through their subscription term.

Frequently Asked Questions

Can I migrate from HPE Helion OpenStack to SUSE OpenStack Cloud?

There is no direct, in-place migration available from HPE Helion OpenStack to SUSE OpenStack Cloud. However, the suggested upgrade path includes migrating the existing deployment to Helion OpenStack 5 first, followed by an upgrade to Helion OpenStack 8 (HOS8). The local Pointnext Advisory and Professional Services (A&PS) team should be involved from the planning stages to ensure that this process goes smoothly. This version (HOS8) was designed to allow migration to the SUSE OpenStack Cloud platform. In special cases with a large amount of custom development, a fresh install might be suggested by Pointnext. Where this is the case, data will be migrated to a fresh installation of Helion OpenStack 8 or to SUSE OpenStack Cloud 8 or later. All releases after version 8 use a common lifecycle manager called Cloud Lifecycle Manager (formerly Helion Lifecycle Manager), so the operator maintains a similar experience.

Can I still keep my support contract with HPE?

All support contracts will be honored through the term of the support agreement. A migration path is provided by the HPE/SUSE Alliance team, which can take any existing HOS entitlements and migrate them to the new SUSE-based subscription model while providing a new set of keys for the same term as the previous contract term. HPE provides the initial point of contact with level 1 and level 2 support, while SUSE provides level 3 support. This provides a single point of contact for all products (hardware and software) included in the solution.

My customer contracted Pointnext to customize their software. Do they have to start over?

Many deployments of Helion OpenStack were deployed with the direct involvement of Pointnext A&PS and, as such, will require a conversation with the appropriate Pointnext teams in the region to determine the scope of work and the cost associated with making this change. In most cases, this will require investment by the customer to cover the costs of these consulting services through A&PS.

Can my customer continue to renew their support for a previous version of Helion OpenStack?

Support lifecycles for all versions of HOS are highlighted in the HOS Product Lifecycle Support Page (**https://hpe.com/Helion/LifeCycleSupportStatement**). The customer must maintain a supported version in order to use their existing support contracts. The migration process is available in order to provide a path to maintain a supported product version without requiring additional purchases.

How does my customer migrate to SUSE OpenStack Cloud?

When the subscription term for Helion OpenStack expires, the customer will need to purchase the SUSE OpenStack Cloud (SOC) SKU through Hybrid IT (HIT). Once the SOC product has been purchased and is under contract with HPE Pointnext, customers will be able to renew SOC subscriptions and support using standard Pointnext renewal processes.

My customer has an active Helion OpenStack subscription under support with Pointnext. Does this impact them?

Active HOS subscriptions under support with Pointnext will be supported through the term of their current subscription (in conjunction with the HOS Product Lifecycle, see above link) and can be migrated to new SOC8/HOS8 subscriptions at no additional cost. These new subscriptions will maintain the same support terms as the original HOS subscription. The customer will be required to purchase SUSE OpenStack Cloud (SOC) SKUs at the time of renewal.

I'm a Helion OpenStack customer with a subscription lasting for another three years, how does the end of life of SUSE OpenStack Cloud impact me? Can I still get support and upgrade?

Your subscription gives you rights to use any of the fully supported releases for the duration of your subscription, including upgrades

For more information on the HPE Helion OpenStack lifecycle, visit: **https://hpe.com/Helion/LifeCycleSupportStatement**

For more information on HPE Helion OpenStack 8, visit: **https://support.hpe.com/hpsc/doc/public/display?docId=emr_na-a00054383en_us&docLocale=en_US**