Cisco HyperFlex End-of-Life

Cisco announced the End-of-Life for Cisco HyperFlex Data Platform (HXDP) on September 12, 2023.

Cisco HyperFlex general questions

Q: What happens to my existing entitlement to HXDP?

A: The announcement does not bring any immediate changes to customers with existing HXDP entitlements. Your entitlement grants three main rights: the right to use the HyperFlex software, the right to receive Cisco Technical Assistance Center (Cisco TAC) support, and the right to receive patches and updates. These rights are not changing today and will continue through the end of your subscription or the Last Date of Support, whichever comes first.

Q: What happens to the HyperFlex® roadmap?

A: Cisco will deliver everything listed in the committed stage on the HXDP roadmap. Cisco will not release anything that was in the planning stages or in the vision section of the roadmap as of the date of Cisco HyperFlex End-of-Life announcement, September 12, 2023.

Q: What is Cisco offering as an alternative to the HXDP software stack for hyperconvergence?

A: Cisco and Nutanix have partnered to offer Nutanix software on Cisco® hardware. Customers can migrate from the HyperFlex solution to Cisco Compute Hyperconverged with Nutanix on qualified HyperFlex M6 hardware and with the purchase of a new Nutanix software license. For more details, please refer to the HyperFlex to Nutanix migration guide.

Q: I have HyperFlex clusters deployed in my environment. What if I don't want to migrate to Nutanix?

A: Cisco Compute Hyperconverged with Nutanix provides an industry-leading hyperconverged solution experience. If you decide to move away from a hyperconverged solution, you can repurpose existing Cisco HyperFlex hardware as standard Cisco UCS® servers.

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Q: Can I get a refund for my HyperFlex licenses if I move off HyperFlex before the last date of support?

A: No, Cisco HyperFlex licenses are right-to-use subscriptions. They can be used until the subscription expires or last date of support, whichever comes first. However, there are migration offers available for the new Nutanix software licenses for existing HyperFlex customers. Please contact your account team for more details on migration offers.

Q: Can I get HyperFlex licenses credited toward Nutanix licenses?

A: While there will be no direct credit for existing HyperFlex licenses, Cisco and Nutanix are working on a number of migration offers to ease the cost of switching to the new platforms. Please contact your account team for more details on migration offers.

Q: How can I migrate from a HyperFlex solution to Cisco Compute Hyperconverged with Nutanix solution with my existing hardware?

A: Please refer to the HyperFlex to Nutanix migration guide. Additionally, Cisco offers migration services for customers who want help moving from HXDP to Cisco Hyperconverged with Nutanix. Contact your Cisco account team for details on available services.

Q: Can I still buy additional nodes or drives to expand an existing HyperFlex cluster?

A: Yes. For the purposes of cluster expansion, you can procure additional drives for converged nodes or procure additional converged or compute nodes before 11-Sep-2024 . The actual expansion can take place at a later date. No new cluster orders can be placed after the End-of-Sale date.

Q: I have placed orders for new HyperFlex nodes, but they are yet to arrive or I have the new HyperFlex hardware delivered but not deployed yet. What are my options?

A: See the various scenarios below:

a. If the order was placed to expand an existing cluster, you can continue with the plan and expand the cluster.

b. If the order was placed to create a new cluster, you can continue to deploy it as a new HyperFlex cluster and receive support as outlined in the End-of-Life announcement.

c. Repurpose the hardware. Please refer to 2nd question in the "Hardware platform" section of this document for different options.

Q: What happens to my data on the HyperFlex storage cluster?

A: You may continue using HXDP through the Last Date of Support (LDos) or opt to repurpose the hardware. More details are below:

- You may continue to use HyperFlex until the LDoS by maintaining and renewing your existing HXDP subscription. You will need to migrate data off the cluster to another storage platform after the HXDP LDoS date.
- You may repurpose the HyperFlex hardware and migrate your data in the following scenarios:

a. Nutanix solution with new Cisco hardware: deploy a new Nutanix cluster with new Cisco hardware and migrate the existing virtual machines using vMotion or the Nutanix migration tool. Refer to Nutanix Migration guide for more details.

b. Nutanix cluster with current HyperFlex hardware: evacuate all virtual machines and data from the HyperFlex cluster to another storage platform. Build the new Nutanix cluster on the existing HyperFlex server hardware and migrate the data and virtual machines back to the new Nutanix cluster. For more details, please refer to Nutanix Migration guide.

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c. Standard Cisco UCS server: migrate the data and virtual machines to another storage platform. Install a new operating system on the HyperFlex hardware, connect storage as required, and deploy workloads to the server.

Hardware platform

Q: Why doesn't the HyperFlex hardware have a Last Date of Support (LDoS)?

A: HyperFlex M6 hardware platforms can be repurposed in one of three ways and will be supported in lockstep with the corresponding Cisco UCS M6 hardware. HyperFlex M6 and UCS M6 have not reached end of sale or end-of-life as of the date of this FAQ. If you have HyperFlex M5 hardware, it will reach the last date of support as outlined in the existing HyperFlex M5 platform End-of-Sale and End-of-Life announcement.

Q: What happens to my existing HyperFlex hardware?

A: You can repurpose the HyperFlex hardware as outlined below:

a. Deploy the Nutanix hyperconverged solution on the supported HyperFlex M6 hardware. Refer to Nutanix Hardware compatibility matrix for supported M6 PIDs.

b. Use the hardware as a standard Cisco UCS server.

c. Use the hardware with other supported hyperconverged (software) solutions.

Q: Can my existing HyperFlex nodes be repurposed for Cisco Compute Hyperconverged with Nutanix solution?

A: You have two options:

a. HyperFlex M6 platform: Some specific HyperFlex M6 platforms may be repurposed for Cisco Compute Hyperconverged with Nutanix after clearing the HX personality of the server using the procedure documented in **Clearing Personality Configuration** section of the CIMC CLI configuration guide. Refer to Nutanix Hardware compatibility matrix for supported M6 PIDs.

b. HyperFlex M5 platform: HyperFlex M5 platform with an HX hardware PID is currently not supported with Cisco Compute Hyperconverged with Nutanix.

Q: Can my existing HyperFlex nodes be repurposed as standard UCS servers in UCSM Managed Mode (UMM)?

A: Yes, the existing hardware can be repurposed.

a. HyperFlex M6 platform: all HyperFlex M6 servers can be repurposed as standard Cisco UCS servers in UMM mode after clearing the HX personality of the server using the procedure documented in Clearing Personality Configuration section of CIMC CLI configuration guide.

b. HyperFlex M5 platform: HyperFlex M5 servers can be repurposed as standard Cisco UCS servers in UMM mode. Servers will appear as HX PID/model name in all management dashboards; however, functionality and configuration will remain equivalent to a Cisco UCS C-Series M5 server.

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Q: Can my existing HyperFlex servers be repurposed as standard UCS servers in Cisco Intersight®–Managed Mode (IMM)?

A: Some of the existing HyperFlex hardware can be repurposed as UCS servers in IMM depending on the server generation:

a. HyperFlex M6 platform: HyperFlex M6 servers can be repurposed as standard Cisco UCS servers in IMM after clearing the HX personality of the server using the procedure documented in **Clearing Personality Configuration** section of CIMC CLI configuration guide.

b. HyperFlex M5 platform: No, HyperFlex M5 servers cannot be repurposed for use in IMM.

Q: Can my existing HyperFlex servers be repurposed as standard UCS servers in CIMC or Intersight standalone mode?

A: Yes, existing HyperFlex servers can be repurposed in CIMC or Intersight standalone mode.

a. HyperFlex M6 platform: HyperFlex M6 servers can be repurposed as standard Cisco UCS servers either in Cisco Integrated Management Controller (CIMC) or Intersight-managed mode after clearing the HX personality of the server using the procedure documented in **Clearing Personality Configuration** section of CIMC CLI configuration guide.

b. HyperFlex M5 platform: HyperFlex M5 servers can be repurposed as standard Cisco UCS servers using CIMC management. While these servers can be claimed in Intersight in standalone mode, please note that certain Intersight-managed operations such as server profile association, firmware upgrades, and OS installation, etc., are restricted for servers with HX PIDs. These administrative tasks can still be performed directly through the CIMC interface.

VMware ESXi

Q: Will Cisco qualify new ESXi releases/patches from VMware and publish the HXDP custom images?

A: Please see below for HyperFlex custom image guidelines. All existing guidelines about using VMware patches outlined in ESXi and HXDP Compatibility Guidelines must be followed.

a. Major releases (for example, 8.5, 9.0): no new ESXi major releases will be qualified or supported with HyperFlex. The last major release that will be supported with HyperFlex will be ESXi 8.0.

b. Update releases (for example, 8.0 U1, U2, U3): Cisco will qualify and support the VMware update releases for currently supported ESXi releases if there are no major changes from VMware on these updates.

c. Patches with bug or security fixes: you may continue to upgrade to these patches using the VMware-provided image. Cisco will try to qualify these patches with HyperFlex within 90 days of patch release on a best-effort basis.

The above qualification guidelines are applicable for ESXi releases until the End of Software Maintenance Release date. Any ESXi release after this date will not be qualified by Cisco.

Note: Even though VMware ESXi 8.0 will reach end of general support in Oct-2027, you have an option to purchase additional extended support for up to 2 years, which will get you support beyond the HXDP LDoS.

Q: Can I continue to use the VMware ESXi licenses procured with my HyperFlex cluster?

A: Yes, you can continue to use the existing ESXi licenses until its expiration. Once expired, you will have to work with Broadcom to get the licenses renewed. These licenses cannot be renewed through Cisco.

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Q: Broadcom Compatibility Guide (BCG) says ESXi 9.0 and 9.1 are supported with HyperFlex servers. Can I upgrade my HyperFlex cluster to ESXi 9.0 or 9.1?

A: No, ESXi 8.0 U3 is the last version qualified and supported with HyperFlex. ESXi 9.0 and later are not certified with HyperFlex. However, ESXi 9.0 and 9.1 can be used, based on BCG, when using the HyperFlex servers as standard UCS servers.

Technical support

Q: Will I continue to get Cisco TAC support for HyperFlex?

A: Cisco TAC support will be available for HXDP software until the LDoS date with a valid support contract. TAC support for the HyperFlex hardware will be available until the hardware LDoS date. It is important that the customers maintain certain basic requirements, documented below, to make sure to get appropriate TAC support.

- **Supported HXDP version:** HXDP version 5.5(2x) and above are supported until the LDoS date. It is important that the clusters are running the latest supported version to get appropriate TAC support. In case of an unsupported version, TAC support will be on a best-effort basis.
- **Data backup:** Cisco recommends that the data should be backed up to another external source, specifically if the cluster is deployed with a Replication Factor (RF) of 2. The risk of outage due to component or node failures should be mitigated by having active and regular backups. RF is operational redundancy, not a backup solution.
- **Intersight appliance backup (if an Intersight appliance is used):** Make sure to back up the Intersight appliance if you have software encryption enabled and your security keys are stored in an Intersight appliance. In case of an appliance failure, Cisco will not be able to recover the security keys unless the Intersight appliance was backed up. Refer to Backup Intersight PVA/CVA.

Q: Will my hardware support contracts be honored?

A: All existing hardware support contracts remain valid until the support contract end date or the hardware LDoS date, whichever comes first.

a. HyperFlex M6 platform: you will continue to get support for your M6 platforms. M6 hardware support can be renewed per current hardware support contract renewal timelines.

b. HyperFlex M5 platform: an M5 hardware support contract can be renewed up to the End of Service Contract Renewal date of M5 hardware, which is available in the HyperFlex M5 platform End-of-Sale and End-of-Life announcement.

Q: Can I renew hardware support for the HyperFlex hardware PIDs I have?

A: Yes, you can continue to renew existing HyperFlex hardware support contracts.

Q: Do I need to convert my existing M5 or M6 hardware support PID from HyperFlex to UCS if I want to use the server as a standard UCS server?

A: No, you can continue to use the existing support contract without any further action. Cisco TAC will automatically route the support tickets to the UCS team for appropriate support.

Q: Do I need to convert my existing M6 hardware support PID from HyperFlex to Cisco Compute Hyperconverged with Nutanix PID if I want to use the server for Nutanix hyperconverged solution?

A: No, you can continue to use an existing support contract without any further action. Cisco TAC will automatically route the support tickets to the Cisco Compute Hyperconverged with Nutanix team to get appropriate support.

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Q: Is there a new support contract PID I need to use for renewing my existing hardware support contract?

A: No, continue to use the existing HyperFlex support PID for all support renewals. Cisco TAC will take care of automatic service-request routing to get the appropriate support.

HXDP licensing

Q: Can I purchase new HXDP licenses and/or renew my existing HXDP licenses if I wish to use the HyperFlex solution until LDoS?

A: Yes! You can purchase or continue to renew existing HXDP licenses with certain restrictions. Please note that Cisco will stop releasing maintenance patches after the End-of-Software-Maintenance Release date of 11-Sep-2025. Cisco encourages all HyperFlex customers to consider long-term migration options now and make plans based on your individual needs.

Flexible HXDP Licensing Options:

i. Last Time Buy: HXDP Licenses for New Clusters

1. From 12-Sep-2023 to 07-Oct-2023: HXDP licenses can be purchased for new and existing clusters with a term between 12-60 months.

2. From 07-Oct-2023 to 12-Mar-2024: HXDP licenses can be purchased for new and existing clusters with a maximum term of 12 months. No new HXDP licenses can be purchased after the End-of-Sale on 12-Mar-2024.

ii. Cluster Expansions: HXDP Licenses for Existing Cluster Expansion

1. From 12-Sep-2023 to 07-Oct-2023: HXDP licenses can be purchased only for existing cluster expansion with a term between 12-60 months.

2. From 07-Oct-2023 to End-of-Sale on 11-Sep-2024: HXDP licenses can be purchased only for existing cluster expansion with a term of 1-12 months. No cluster expansion licenses can be purchased after the End-of-Sale on 11-Sep-2024.

iii. Existing HXDP License Renewal:

1. From 12-Sep-2023 to 07-Oct-2023: Existing HXDP licenses may be renewed up to a maximum term of 60 months.

2. After 07-Oct-2023 to 28-Feb-2029: HXDP licenses can be renewed up to a maximum term of 12 months. You can renew the HXDP subscription multiple times until the End of Service Contract Renewal date listed in the End-of-Life announcement.

The 12-month maximum term has been established to ensure Cisco and customers check in on an annual basis and serves as a reminder of the upcoming end-of-support milestones for HXDP software.

Q: I have a Permanent License Reservation (PLR) for my existing HyperFlex nodes. Is there any special provision for me to continue using these licenses beyond HXDP software end of support?

A: Permanent License Reservation (PLR) is issued for the term of the product; thus, the PLR license for HXDP software will expire when the HXDP software reaches the LDoS .

Q: I have a Specific License Reservation (SLR) for my existing HyperFlex nodes. Is there any special provision for me to continue using these licenses beyond the HXDP software End of support?

A: SLR licenses are subscription-based licenses that will expire when the HXDP software reaches the End-of-Support date or when the existing license expires, whichever comes first.

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Q: Can I use the HXDP software past the LDoS date, even if it is no longer supported?

A: No, once all licenses expire (either the contract date or LDoS, whichever comes first), you are no longer entitled to use the software.

Q: I have HXDP licenses that expire after the HXDP software last date of support. Do I get credit for the remaining license term?

A: In most cases, the HXDP licenses are issued for a maximum term of 60 months. However, if your license was issued for more than 60 months and has validity beyond the HXDP software End-of-Support date, you can request a compute software credit that can be used to procure other Cisco compute software licenses.

Q: I have Cisco Intersight licenses that were purchased for HyperFlex nodes. Can I continue to use these licenses with the new Cisco Compute Hyperconverged with Nutanix solution or for standard Cisco UCS servers?

A: Yes, you can continue to use the Intersight licenses for standard UCS servers or for Cisco Compute Hyperconverged with Nutanix. If your Intersight licenses were purchased before February 24, 2023, they are operating under the old licensing model. Please work with your account team to get them converted to the new licensing model to remain compliant with the new licensing structure.

Q: I have Cisco Intersight licenses that were purchased for HyperFlex nodes. Can I get a refund for these licenses if I decide not to use Intersight anymore?

A: No, the Intersight licenses can still be used with your existing HyperFlex hardware.



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