

Pivotal Web Server and Apache HTTP Support End of Availability

Q. What is being announced?

A. VMware and Pivotal are announcing the End of Availability (EOA) for the following products, effective March 1, 2015.

- Pivotal Web Server

As a result, customers will no longer be able to purchase new licenses of these products as of March 1, 2015. All support and maintenance will be unaffected and will continue as per the [Pivotal Life Cycle policy](#) through the published support period to July 15, 2017.

End of Availability: March 1, 2015

End of General Support: July 15, 2017

Q. As a Pivotal Web Server customer, can I renew my support?

A. Yes, you can renew support as normal, but your renewed support contract cannot extend beyond July 15, 2017. This means your renewal for 2017 may be a prorated partial year. The same is true for term/subscription customers. Pivotal Web Server and ERS customers will be provided the option of converting to open source Apache HTTP support via a one-time license conversion in [myvmware.com](#).

Q. Is Pivotal App Suite being end-of-lived?

A. No. Pivotal is discontinuing components of the Pivotal App Suite, while the remaining components carry on in a new release of the Pivotal App Suite. Any time a change to a bundle such as the Pivotal App Suite occurs, it is necessary to release a new version. The old version of Pivotal App Suite containing the EOA products will be replaced by this new version.

Q. What does the new version of the Pivotal App Suite contain?

A. Pivotal App Suite will contain the following components:

Commercial Products

- [Pivotal tc Server](#) - with Spring Insight and Gemfire Session and Hibernate caching
- [Pivotal RabbitMQ](#) - includes JMS client

24 x 7 Production Support for Open Source Projects

- [Spring IO](#) (includes all frameworks and runtimes on [Spring.io](#) such as [Spring Boot](#), [Spring XD](#), [Spring Batch](#), [Spring Integration](#), [Spring Security](#), [Spring Tool Suite](#), etc.)
- [Reactor](#)
- [Redis](#)
- [Apache Tomcat](#)
- [Apache HTTP Server](#)
- [RabbitMQ](#)

Q. What is being removed from the Pivotal App Suite in the new version?

A. The following are no longer part of the Pivotal App Suite

Commercial Products

- Pivotal Web Server

Support for Open Source Projects

- Groovy and Grails

Q. As a Pivotal App Suite owner who uses Pivotal Web Server and/or Apache HTTP support, how does this affect me and what are my next steps?

A. The End of Life (EOL) process for Pivotal Web Server extends the support available for both until July 15, 2017. This means that if you are on active support, you will be able to continue to renew your existing support up until that date.

In order to file support requests for Web Server, do not convert your App Suite licenses to the new version. Instead, renew support for the existing version to maintain access to support and downloads up until July 15, 2017. At that point you can convert your licenses to the new version of the App Suite and continue.

Recommended Actions for Pivotal App Suite Customers:

- **If you own Pivotal App Suite and you want to continue to use Pivotal Web Server, do not convert your licenses to the new version of Pivotal App Suite.** Instead, renew your support as normal with the current version of Pivotal App Suite to extend your support up until July 15, 2017. At that point you can convert your licenses to the newer version of App Suite if you wish.
- If you do not use Pivotal Web Server, convert your licenses in the My VMware® portal when the license conversion becomes available in April, 2015. You are unaffected by the changes, and converting the licenses will allow you renew support for App Suite beyond July 15, 2017.

Q. As a Pivotal App Suite owner who does not use Pivotal Web Server, does this affect me?

A. You will only need to convert your Pivotal App Suite licenses in the My VMware portal to the new version. This ensures that you will be able to renew beyond the EOL date of the old version.

Q. I am not a Pivotal App Suite Customer. I own licenses of standalone Pivotal Web Server, or vFabric Web Server. What are my options?

- A. **Pivotal Web Server** customers have one of two types of agreements:

Term (a.k.a. Subscription)

Customers with Pivotal Web Server term licenses are instructed to purchase Pivotal App Suite at renewal time in order to obtain open source Apache HTTP Support.

Perpetual + Maintenance (a.k.a SnS)

Customers with perpetual Pivotal Web Server licenses will be provided an optional license entitlement in MyVMware - planned for October 7, 2015. Users can at that point choose to convert Pivotal Web Server licenses into Apache HTTP Server support licenses. Once the customer accepts the conversion they will be entitled to support for Apache HTTP Server, and will no longer be entitled to Pivotal Web Server.

Note: Only production level (24x7) support is offered. Pivotal does not offer basic (8x5) support. Users of basic support may see an increase in SnS costs as they will be switching from basic to production support.

Q. How do I convert my Pivotal App Suite licenses?

- A. The steps for migrating are available in KB article 'How to upgrade license keys in My VMware' http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=2006974

On the date the new licenses becomes available, you will receive an alert that you are entitled to the new version.

Q. At the end of support date, do I need to shut down and remove my instances of Pivotal Web Server?

- A. No, if you are a perpetual license holder you can continue to run Pivotal Web Server beyond the end of support date, however, General Support ends July 15, 2017 and Technical Guidance ends July 15, 2018. There will be no patches or maintenance updates provided after July 15, 2017.

If you convert your Pivotal Web Server licenses into open source Apache HTTP support, then you should shut down Pivotal Web Server and use open source [Apache HTTP](#) instead.

Q. How long will Pivotal continue to support Apache 2.2?

- A. July 15, 2017 marks the End of General Support for open source Apache HTTP Server version 2.2. All customers seeking ongoing support for Apache HTTP server must migrate to version 2.4 by this date for General Support. Only Technical Guidance will be available for version 2.2 after July 15, 2017. Technical Guidance for Apache HTTP Server version 2.2 will cease on July 15, 2018.

