Hewlett Packard Enterprise

HP Operations Analytics

Obsolescence Announcement

Frequently Asked Questions

On June 1, 2017, Hewlett Packard Enterprise announced the obsolescence for HP Operations Analytics. This includes HP Operations Log Intelligence as this is the old name for HP Operations Analytics.
Customers on active support are entitled to update to HPE Operations Bridge Analytics 3.0x, which is the new name for HP Operations Analytics.

Key program dates listed below for HP Operations Analytics are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our **Software Support Policy**.

This document provides answers to frequently asked questions regarding this announcement.

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting HP Operations Analytics?
Answer	Effective June 1, 2017, HPE is announcing the obsolescence of HP Operations Analytics. Customers on active support are entitled to update to HPE Operations Bridge Analytics 3.0x. Current customers may continue to purchase additional licenses of HP Operations Analytics until August 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE obsoleting HP Operations Analytics?
Answer	Going forward, HP Operations Analytics will join the HPE Operations Bridge Suite, and is renamed as HPE Operations Bridge Analytics. Recognizing the synergies between the users, buyers, use cases, and problems that HP Operations Analytics and HPE Operations Bridge address, we are combining the scale of Big Data Analytics with the automation of HPE Operations Bridge to analyze and correlate operations events across ALL data sources. Migrating to HPE Operations Bridge Analytics entitles you to the benefits of automated anomaly detection and new smart search capabilities that deliver a new level of insight to event management in the HPE Operations Bridge Suite. Customers with active support contracts can update to the latest 3.0x version of HPE Operations Bridge Analytics.
Question	What product numbers are affected by this obsolescence?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question	When is the last date I can order HP Operations Analytics?
Answer	HP Operations Analytics will continue to be available for purchase to current support customers through August 1, 2017. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for HP Operations Analytics? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	Do I need to request new license keys when migrating to HPE Operations Bridge 3.0x?
Answer	Yes, you have to request new license keys for HPE Operations Bridge Analytics 3.0x. Your support contract needs to be updated prior to getting new license keys for HPE Operations Bridge Analytics 3.0x. Once your support contract has been updated, you will receive a Migration Order Number (EON). Please visit **Hewlett Packard Enterprise Software Licenses and Downloads Portal** and use the newly created Migration Order Number to retrieve your license keys.
	For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Operations Bridge Analytics license keys.
Question	Who can I contact if I have more questions with regards to this product obsolescence?
Answer	You have several options available to you:
	Contact your local HPE sales representative or your local HPE business partner:
	hpe.com/software/home
	Web Self Solve:
	hpe.com/software/support
	HPE Technical Support:
	hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)
Question	What are the hardware requirements to update to HPE Operations Bridge Analytics 3.0x?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
	In general, HPE Operations Bridge Analytics 3.x requires roughly the same amount of hardware as HP Operations Analytics 2.x (see System Requirements document for details).
Question	Where can I find update information for HPE Operations Bridge Analytics 3.0x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
	The installation effort to install HPE Operations Bridge Analytics 3.0x is roughly the same as for HP Operations Analytics 2.3x. There is no data migration from HP Operations Analytics 2.x to HPE Operations Bridge Analytics 3.x.
	Migration considerations: • Customer owning any HP Operations Analytics edition or HP Operations Log Intelligence is entitled to HPE Operations Bridge Analytics 3.0x • Optional paid upgrade to HPE Operations Bridge Suite Ultimate edition • ArcSight Logger (used for log collection in HP Operations Analytics) is no longer shipped nor licensed with HPE Operations Bridge Analytics • HPE Operations Bridge Analytics supports *integration* with LogStash(free, open source), Splunk, and ArcSight Logger (standalone) • HPE Operations Bridge Analytics 3.0x requires a new installation from scratch
Question	I plan to update my HP Operations Analytics environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Operations Analytics support customers can download HPE Operations Bridge Analytics 3.0x via the **Hewlett Packard Enterprise Software Licenses and Downloads Portal**.
	Your support contract needs to be updated prior to getting new license keys for HPE Operations Bridge Analytics 3.0x. Once your support contract has been updated, you will receive a Migration Order Number (EON) that you will use to obtain the license keys (and the media) for HPE Operations Bridge Analytics 3.0x from the **Hewlett Packard Enterprise Software Licenses and Downloads Portal** (or SAW for ELA customers).

Question	What is the concurrent support time period?
Answer	There will be 18 months of concurrent support for updating to HPE Operations Bridge Analytics 3.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for HP Operations Analytics 1.0x is Jan 31, 2018. The End of Committed Support date for HP Operations Analytics 2.0x is Dec 31, 2017. The End of Committed Support date for HP Operations Analytics 2.1x is May 31, 2018. The End of Committed Support date for HP Operations Analytics 2.2x is Dec 31, 2018. The End of Committed Support date for HP Operations Analytics 2.3x is Jun 30, 2019. These dates were announced on **Software Support Online** at the time of release of the product version. As of these dates all support activities for this version will cease, this includes: - Security Rule updates - Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for HP Log Intelligence 1.0x is Jan 31, 2020. The End of Extended Support date for HP Operations Analytics 2.0x is Dec 31, 2019. The End of Extended Support date for HP Operations Analytics 2.1x is May 31, 2020. The End of Extended Support date for HP Operations Analytics 2.2x is Dec 31, 2020. The End of Extended Support date for HP Operations Analytics 2.3x is Jun 30, 2021. These dates were announced on **Software Support Online** at the time of release of the product version. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter, page 1, for key dates.
Question	I am using HP Operations Analytics as part of a suite. What are my support options?
	HP Operations Analytics 2.3x as part of the HPE Cloud Orchestration Suite or HP/HPE Operations Bridge Suite will continue to be supported per the communicated key timelines and support options for the suites. Please refer to **Software Support Online** to review the end of support dates.
Question	What are my obsolescence options?
Answer	You have the option to continue using HP Operations Analytics. HPE will stop providing support for HP Operations Analytics per the dates documented on **Software Support Online**. You are encouraged to begin reviewing your business requirements for HP Operations Analytics. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HP Operations Analytics for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HPE to inform you about the availability of HPE Operations Bridge Analytics 3.0x, what license(s) you are entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.

Question	When I update from HP Operations Analytics to HPE Operations Bridge Analytics 3.0x, can I continue my existing support contracts?
Answer	Your support contract needs to be updated with HPE Operations Bridge Analytics 3.0x. This will be done at the time of renewal of the contract. Once your support contract has been updated, you will receive a Migration Order Number that you will use to obtain the license keys (and the media) for HPE Operations Bridge Analytics 3.0x from the **Hewlett Packard Enterprise Software Licenses and Downloads Portal** (or SAW for ELA customers).
Question	When I update from HP Operations Analytics to HPE Operations Bridge Analytics 3.0x, can I expect the same support pricing compared to HP Operations Analytics?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me update?
Answer	More information on the HPE Operations Bridge Analytics Foundation Service offering is available at **http://h20195.www2.hpe.com/v2/GetDocument.aspx?docname=4AA5-4106ENW** In addition, your local HPE sales representative or HPE business partner can help you get further information.
Question	What educational/training packages are available for the HPE Operations Bridge Analytics 3.0x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information. Americas - **HPE Education AMS** Asia Pacific - **HPE Education AP** Japan - **HPE Education Japan** Europe, Middle East and Africa - **HPE Education EMEA**

For more information on HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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