



HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x

End of Sale Announcement

Frequently Asked Questions

On June 1, 2017, Hewlett Packard Enterprise announced the End of Sale for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online](#).

Key program dates listed below for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x 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 ending sales for HP Performance Center (PC) 12.0x & 12.2x and HP LoadRunner (LR) 12.0x?
Answer	Effective June 1, 2017, HPE is announcing the End of Sale of HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x. Current Customers may continue to purchase additional licenses of HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x until August 14, 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 ending sales of HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x?
Answer	Hewlett Packard Enterprise (HPE) is announcing the removal of HP branded media SKUs as part of the separation of HP Inc. and Hewlett Packard Enterprise. For customers with currently downloaded and installed media, there is no

action required at this time. Customers with active support contracts can update to the latest 12.5x version of HPE Performance Center and HPE LoadRunner.

Question	What product numbers are affected by this End of Sales?
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 Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x?
Answer	HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x will continue to be available for purchase to current support customers through August 14, 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 Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x? If yes, how?
Answer	Incremental licenses may be purchased using the active license SKUs.
Question	What version of HPE Performance Center and HPE LoadRunner is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 12.5x. Please check hpe.com/software/home or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
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 Performance Center and HPE LoadRunner 12.5x?
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.
Question	Where can I find update information for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x support customers can download HPE Performance Center and HPE LoadRunner 12.5x media at Hewlett Packard Enterprise Software Licenses and Downloads Portal
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to < HPE Performance Center and HPE LoadRunner 12.5x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
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Answer The End of Committed Support date for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x are listed in the table below. These dates were announced on [Software Support Online](#) on the End of Support Notification date listed on the table.

Version	End of Committed Support Date	End of Support Notification Date
HP PC & HP LR 12.0x	Mar 31, 2018	Apr 1, 2014
HP PC 12.2x	Feb 28, 2019	Apr 21, 2015

As of the End of Committed Support date, customer 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 Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x are listed on the table below. These dates were announced on [Software Support Online](#) on the End of Support Notification date included in the table. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

Version	End of Extended Support Date	End of Support Notification Date
HP PC & HP LR 12.0x	Mar 31, 2020	Apr 1, 2014
HP PC 12.2x	Feb 28, 2021	Apr 21, 2015

Question Are there any other key dates I need to be aware of?

Answer Please see customer letter, page 1, for key dates.

Question What are my obsolescence options?

Answer You have the option to continue using HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x. HPE will stop providing committed support for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x on the End of Committed Support dates included in this FAQ. Extended Support will continue to be available through the dates included in this FAQ. You are encouraged to begin reviewing your business requirements for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x. 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 Performance Center and HP LoadRunner 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 Performance Center and HPE LoadRunner 12.5x for support customers, what license(s) you were 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 Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x to HPE Performance Center and HPE LoadRunner 12.5x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question	When I update from HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x to HPE Performance Center and HPE LoadRunner 12.5x, can I expect the same support pricing compared to HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x?
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	Your local HPE sales representative or HPE business partner can help you get this information.
Question	What educational/training packages are available for the HPE Performance Center and HPE LoadRunner 12.5x?
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 Performance Center and HPE LoadRunner 12.5x, and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle

