

HP Software Service Manager 7.1x and 9.2x Obsolescence Announcement

Frequently Asked Questions

On May 1, 2013, HP announced the end of sale date and end of support dates for Service Manager 7.1x and 9.2x.

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

Product related questions

<i>Question</i>	When is HP discontinuing Service Manager 7.1x and 9.2x?
<i>Answer</i>	Effective May 1, 2013, HP is announcing the discontinuance of Service Manager 7.1x and 9.2x. Current customers may continue to purchase additional licenses of Service Manager 7.1x until February 1, 2014 and 9.2x until July 1, 2014. As of these dates, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing Service Manager 7.1x and 9.2x?
<i>Answer</i>	Effective with the new release of Service Manager 9.3x, HP is announcing the obsolescence of the older versions of Service Manager 7.1x and 9.2x. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the HP Software product version obsolescence guidelines . SM9.20 was the minor release following SM7.11. SM9.20 was re-versioned as part of an initiative to align version numbering across software products, launched in June 2010.
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order Service Manager 7.1x and 9.2x?
<i>Answer</i>	Service Manager 7.1x will continue to be available for purchase to current support customers through February 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product. Service Manager 9.2x will continue to be available for purchase to current support customers through July 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for Service Manager 7.1x and 9.2x. If yes, how?

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<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to Service Manager 9.3x?
<i>Answer</i>	No, you don't need new license keys for Service Manager 9.3x.
<i>Question</i>	What version of Service Manager is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is Service Manager 9.31. Please check the IT Management Products page or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: hp.com/go/hpssoftwaresupport/ • HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to Service Manager 9.3x?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, Please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find upgrade information for Service Manager 7.1x and 9.2x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details. <p><u>SM7.1x:</u> Some customers may have upgraded their RTE to version 9.x while their apps is still on version 7.1x. To continue to be able to receive support, these customers should upgrade their 7.1x apps before May 1, 2015.</p> <p><u>SM9.2x:</u> Some customers may have upgraded their RTE to version 9.3x while their apps is still on version 9.2x. To continue to be able to receive support, these customers should upgrade their 9.2x apps before October 31, 2015.</p>
<i>Question</i>	I plan to upgrade my Service Manager 7.1x and 9.2x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Service Manager 7.1x and 9.2x support customers can download Service Manager 9.3x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 12 months of concurrent support for getting upgraded from Service Manager 7.1x to Service Manager 9.3x

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There will be 6 months of concurrent support for getting upgraded from Service Manager 9.2x to Service Manager 9.3x.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Service Manager 7.1x is May 31, 2015.
The End of Support date for Service Manager 9.2x is October 31, 2015.
As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

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 discontinuance options?

Answer Customers have the option to continue using Service Manager 7.1x and 9.2x. HP will stop providing support for Service Manager 7.1x on May 31, 2015. Self-Help Support will continue to be available through May 31, 2017.
HP will stop providing support for Service Manager 9.2x on October 31, 2015. Self-Help Support will continue to be available through October 31, 2017.
Customers are encouraged to begin reviewing their business requirements for Service Manager 7.1x and 9.2x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining upgrade options that meet your business needs.

Question Can I get a support contract for technical support only, without having to pay for upgrades?

Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of Service Manager 7.1x and 9.2x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP 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 HP to inform you about the availability of Service Manager 9.3x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question I have HP IT Service Performance Suite on my support contract, what will I be entitled to?

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Answer You should have received a letter or electronic notification from HP to inform you about the availability of Service Manager 9.3x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question I have IT Change Management Suite on my support contract, what will I be entitled to?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of Service Manager 9.3x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question When I upgrade from Service Manager 7.1x and 9.2x to Service Manager 9.3x, can I continue my existing support contracts until they expire?

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

Customers owning Knowledge Management (KM) that want to upgrade to SM9.3x prior to their contract renewal will need to have their contract migrated mid-term, as the KM product numbers have changed between SM7.1x and SM9.2x and higher.

Question When I upgrade from Service Manager 7.1x and 9.2x to Service Manager 9.3x, can I expect the same support pricing compared to Service Manager 7.1x and 9.2x?

Answer Not necessarily. Each product support price is determined independently.

Question What migration services are available to help me upgrade?

Answer HP offers migration and upgrade services for SM customers. Your local HP sales representative or HP software business partner can help you get this information.

Question What educational training packages are available Service Manager 9.3x?

Answer HP Software Education has several offerings available. Please review them at https://merc-training.cce.hp.com/main/training/course_list.cfm?ProductID=87&filtertype=all&sitepick=US

For more information

For more information on Service Manager 9.3x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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