HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x Versions Obsolescence Announcement
Frequently Asked Questions

On Nov 1ˢᵗ, 2011, HP announced the version maturity, end of sale date and end of support date for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x versions

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

Product related questions	
Question	When is HP discontinuing HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x?
Answer	Effective Nov 1ˢᵗ, 2011, HP is announcing the discontinuance of HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x versions. Current customers may continue to purchase additional licenses of HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x until Jan 1, 2012. As of this date, these products will be removed from HP's Corporate Price List and will no longer be orderable.
Question	Why is HP discontinuing HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x ?
Answer	HP has released version 11.0x for these products and is announcing the obsolescence of the older versions of HP Operations Agent, HP Performance Agent, HP GlancePlus, and HP GlancePlus Pak. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the HP Software product obsolescence guidelines.
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 Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x?
Answer	HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x will continue to be available for purchase to current support customers through January 1, 2012. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x? If yes, how?
Answer	You can purchase additional licenses for HP Operations Agent, HP Performance Agent, HP GlancePlus, and HP GlancePlus Pak and these licenses will apply to the version of HP HP Operations Agent, HP Performance Agent, HP GlancePlus, and HP GlancePlus Pak being used.
Question	Do I need to request new license keys when upgrading to version 11.0x of these products?
Answer	No, you do not need new license keys to upgrade to version 11.0x of these products;
Question	What version of these products are currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of these products is 11.0x. Please note that all four products (HP Operations Agent, HP Performance Agent, HP GlancePlus and HP GlancePlus Pak) are now combined into the single installable product HP Operations Agent 11.0x. Please check with your local HP sales representative or HP software business partner for the latest information.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	You have several options available to you: • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to version 11.0x of these products?
Answer	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.
Question	Where can I find upgrade information for version 11.0x of these products?
Answer	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.
Question	I plan to upgrade my HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x support customers can download version 11.0x media via My Updates. The media to be downloaded is

Support contract related questions	
Question	What is the end of support date?
Answer	The end of support date for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x is Aug 31, 2013. 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 HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x. HP will stop providing support for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x on Aug 31, 2013. Self-Help Support will continue to be available for these vertions through Aug 31, 2015. Customers are encouraged to begin reviewing their business requirements for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x. Customers are also encouraged to contact their local HP Sales Representative or HP Software 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 upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x 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 version 11.0x of these products 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 HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x to HP Operations Agent 11.x, can I continue my existing support contracts until they expire?
Answer	Yes, you can continue using the existing support contracts. However, the media product numbers on the support contract will be updates at the time of next support contract renewal.
Question	When I upgrade from HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x to HP Operations Agent 11.x, can I

	expect the same support pricing compared to HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x?
Answer	Not necessarily. Each product support price is determined independently.
Question	What is the duration of concurrent use period available to help me upgrade*?*
Answer	This is a standard migration. So, all customers are entitled to have six months of concurrent use period. Please refer to the [HP Software Support Foundation data sheet](#) fordetails on concurrent support.
Question	What migration services are available to help me upgrade*?*
Answer	HP Software Services offers customized services designed around your business and technical requirements and implemented by experts to help you realize the desired business outcomes. To learn more or have a local services sales specialist contact you, please visit www.hp.com/go/BTOprofessionalservices.
Question	What educational training packages are available for version 11.0x of these products*?*
Answer	Please refer to the [HP Software Education website](#) or contact your local HP sales representative or HP software business partner for additional information.

For more information

For more information on HP Operations Agent 11.0x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:
www.hp.com/go/software

www.hp.com/go/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle