

# HP Asset Tracking Suite Obsolescence Announcement

## Frequently Asked Questions

On July 1, 2013, HP announced the end of sale date and end of support dates for HP Asset Tracking Suite.

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

### Product related questions

*Question* When is HP discontinuing HP Asset Tracking Suite?

*Answer* Effective July 1, 2013, HP is announcing the discontinuance of HP Asset Tracking Suite. Current customers may continue to purchase additional licenses of HP Asset Tracking Suite until September 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

*Question* Why is HP discontinuing HP Asset Tracking Suite?

*Answer* HP is announcing the discontinuance of HP Discovery and Dependency Mapping Inventory on July 1, 2013. Since HP Asset Tracking Suite includes HP Discovery and Dependency Mapping Inventory, HP is discontinuing HP Asset Tracking Suite. 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](#).

*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 Asset Tracking Suite?

*Answer* HP Asset Tracking Suite will continue to be available for purchase to current support customers through September 1, 2013. 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 Asset Tracking Suite? If yes, how?

*Answer* Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

*Question* Do I need to request new license keys when migrating to HP Asset Manager & HP Universal Discovery Inventory?

*Answer* Yes, you need new license keys for HP Asset Manager & HP Universal Discovery Inventory. Please get in touch with your HP sales representative or HP software business partner to get your support contract migrated to HP Asset Manager & HP Universal Discovery Inventory. Once this is completed, you will be able to retrieve the license keys for HP Universal Discovery Inventory from the [My Updates portal](#).

Enterprise License Agreement (ELA) customers should use Software Activation Website (SAW) to request HP Asset Manager & HP Universal Discovery Inventory license keys.

<i>Question</i>	What version of HP Asset Manager & HP Universal Discovery Inventory is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	At the time of publishing this document, the latest version of HP Asset Manager is version 9.3x and the latest version of HP Universal Discovery Inventory is version 10.0x. Please check <a href="http://www.hp.com/go/software">www.hp.com/go/software</a> 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"> <li>• Contact your local HP sales representative or your local HP software business partner: <a href="http://h20229.www2.hp.com/buy/index.html">h20229.www2.hp.com/buy/index.html</a></li> <li>• Web Self Solve: <a href="http://hp.com/go/hpssoftwaresupport/">hp.com/go/hpssoftwaresupport/</a></li> <li>• HP Technical Support: <a href="http://hp.com/go/hpssoftwaresupport/casemanager/submitcase">hp.com/go/hpssoftwaresupport/casemanager/submitcase</a></li> </ul>
<i>Question</i>	What are the hardware requirements to upgrade to HP Asset Manager & HP Universal Discovery Inventory?
<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 HP Asset Manager & HP Universal Discovery Inventory?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my HP Asset Tracking Suite environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	Once your support contract is migrated to HP Asset Manager & HP Universal Discovery Inventory, support customers can download the corresponding media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for migrating to HP Asset Manager & HP Universal Discovery Inventory.
<b>Support contract related questions</b>	
<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP Asset Tracking Suite is April 30, 2015. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?

*Answer* Customers have the option to continue using HP Asset Tracking Suite. HP will stop providing support for HP Asset Tracking Suite on April 30<sup>th</sup>, 2015. Self-Help Support will continue to be available through April 30<sup>th</sup>, 2017. Customers are encouraged to begin reviewing their business requirements for HP Asset Tracking Suite. 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 Asset Tracking Suite 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* When I upgrade from HP Asset Tracking Suite to HP Asset Manager & HP Universal Discovery Inventory, 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 upgrade from HP Asset Tracking Suite to HP Asset Manager & HP Universal Discovery Inventory, can I expect the same support pricing compared to HP Asset Tracking Suite?

*Answer* Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

*Question* What migration services are available to help me upgrade?

*Answer* Your local HP sales representative or HP software business partner can help you get this information.

*Question* What educational training packages are available for HP Asset Manager & HP Universal Discovery Inventory?

*Answer* Your local HP sales representative or HP software business partner can help you get this information.

## For more information

For more information on HP Asset Manager & HP Universal Discovery and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)

[hp.com/go/hpssoftwaresupport/support-lifecycle](http://hp.com/go/hpssoftwaresupport/support-lifecycle)

### Sign up for updates

[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)

